IPTV Middleware

Remote Control & DVR User Guide

Version 4.0

The information presented in this document is written for the default settings of the system. The *IPTV Middleware Remote Control & DVR User Guide* may be reformatted to fit your company needs. All screen captures used in this guide are available as individual .png images.

This guide is a working document. The information and screen captures represented in this document may change frequently and without notice.

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Introduction

Get ready to free your TV. You're going to love the new control you have over how and when you watch television once you're free from the usual constraints of ordinary television.

This extraordinary television service offers a powerful new DVR-giving freedom to record your favorite programs and watch them on *your* schedule. Using the buttons on the remote control, you can fast forward through parts you don't want to watch and rewind to watch the things you want to see again.

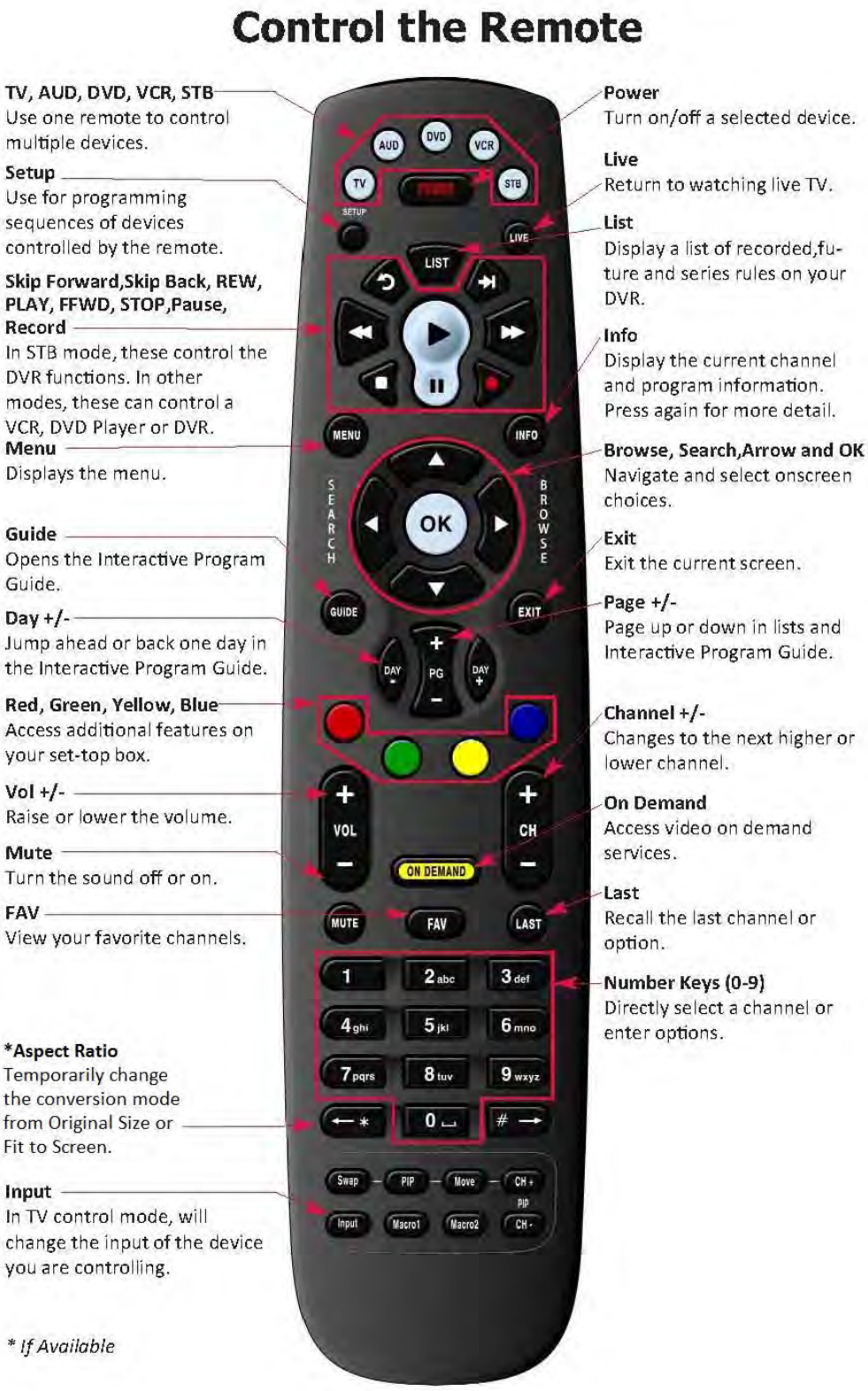
You even have the freedom to control Live TV. Each time you tune to a channel, the DVR begins making a temporary recording of the program you are watching. This gives you the ability to pause the current program if the phone rings and the freedom to rewind or instant replay a scene that you just have to see again. Your DVR will record up to one hour of Live TV.

It's important to understand the Live TV recording is not permanent. Unlike recording a program on your DVR to watch later, the DVR records Live TV in a temporary storage or a buffer. For Live TV recordings, this temporary recording (buffer) will be erased if any of the following occur:

- The DVR is turned off
- You watch the same channel for longer than the temporary recording buffer period. The most recent hour of the program is kept in the temporary recording
- You switch to another program. When you change channels, your DVR begins to store the new program. It removes the previous program you were watching from the temporary storage.

This user guide will walk you through the many features of this extraordinary TV service. But as always, if you have questions or problems, just give us a call.

The Remote


Control the Remote
TV, AUD, DVD, VCR, STB
Use one remote to control multiple devices.
Setup
Use for programming sequences of devices controlled by the remote.
Skip Forward,Skip Back, REW, PLAY, FFWD, STOP,Pause, Record
In STB mode, these control the DVR functions. In other modes, these can control a VCR, DVD Player or DVR.
Menu
Displays the menu.
Guide
Opens the Interactive Program Guide.
Day +/-
Jump ahead or back one day in the Interactive Program Guide.
Red, Green, Yellow, Blue
Access additional features on your set-top box.
Vol +/-
Raise or lower the volume.
Mute
Turn the sound off or on.
FAV
View your favorite channels.
*Aspect Ratio
Temporarily change the conversion mode from Original Size or Fit to Screen.
Input
In TV control mode, will change the input of the device you are controlling.
* If Available
Power
Turn on/off a selected device.
Live
Return to watching live TV.
List
Display a list of recorded,future and series rules on your DVR.
Info
Display the current channel and program information. Press again for more detail.
Browse, Search,Arrow and OK
Navigate and select onscreen choices.
Exit
Exit the current screen.
Page +/-
Page up or down in lists and Interactive Program Guide.
Channel +/-
Changes to the next higher or lower channel.
On Demand
Access video on demand services.
Last
Recall the last channel or option.
Number Keys (0-9)
Directly select a channel or enter options.
AUD
DVD
VCR
TV
STB
SETUP
LIVE
LIST
MENU
INFO
SEARCH
OK
BROWSE
GUIDE
EXIT
DAY
PG
DAY
VOL
CH
ON DEMAND
MUTE
FAV
LAST
1
2 abc
3 def
4 ghi
5 jkl
6 mno
7 pqrs
8 tuv
9 wxyz
0
Swap
PIP
Move
CH +
PIP
Input
Macro1
Macro2
CH -

Playback Controls

Your remote control offers standard capabilities, as well as enhanced remote control buttons that function similarly to DVD controls.

Here's what each button does:

List Select to see a list of recorded programs. Press the *LIST* button a second time to see what is scheduled to be recorded. Press *LIST* a third time to access your Series Rules.

Live Select to return to the current part of a live broadcast.

Skip Forward Skip forward 30 seconds while watching a recording or live TV.

Skip Back Skip backward ten seconds while watching a recording or while watching live TV.

Play Begin or resume watching a recording. Also display/remove the status bar.

Fast Forward Fast forward through parts of a recording. Press multiple times to go forward faster.

Record Record a program

Pause Pause the program you are currently watching. While paused, the *Fast-Forward* button will play the program frame by frame in slow motion.

Stop Stop watching a recording or stop a recording that is in progress.

Rewind Rewind through parts of a recording. Press multiple times to rewind faster.

Guide Access the program Guide. Press a second time for alternate view.

SEARCH BROWSE

Arrows/Browse/Search/OK Press to navigate through the guides, menu options or to make selections.

What's on TV?

When you first turn on the TV, there are three easy ways you can see what is currently showing. You can use the *OK* button, the *INFO* button, or the *Browse* (right arrow) button.

Using the OK Button (Now Playing)

1. Press the *OK* button on the remote control.
2. When you press the *OK* button, you see what is program is playing currently.

   In this example, the TV symbol indicates you are viewing Paula's Best Dishes: Fantastic Fiesta from channel 33 FOOD. The tower symbol next to channel 33 indicates what is on live television. Channels 33 and 35 are currently recording as indicated by the red circle symbol.

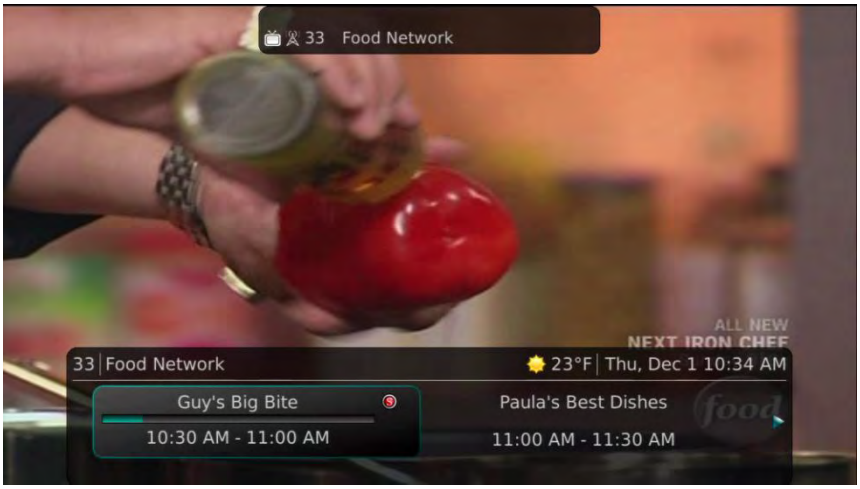
   If the Weather Application is available, the Now Playing window will also provide the current temperature.

Using the INFO Button

1. Press the *INFO* button on the remote control. When you press the *INFO* button, you see the name and a description of the current program at the top of the screen. If you are watching a live program, at the bottom of the screen you'll see the channel number, channel name, current date and time, program name, date and time the program airs, a progress bar showing how far along the program is, and the program that airs next.
2. If you are viewing a live program you can press the *Right/Left arrow* buttons to view what is showing later on the current channel or, press the *Up/Down arrow* buttons to view what is showing on another channel.
3. Press the *Day* + and *Day* – buttons to see what is on this channel 24 hours from now.

Using the Browse Button

1. Press the *Browse* (right arrow) button on the remote control. At the top of the screen, you see the channel you are currently tuned to. At the bottom of the screen you see the channel number, channel name, current date and time, program name, date and time the program airs, a progress bar showing how far along the program is, and the program that airs next.
2. Press the *Right/Left arrow* buttons to view what is showing later on the current channel. Or, press the *Up/Down arrow* buttons to view what is showing on another channel.
3. Press the *Day* + and *Day* – buttons to see what is on this channel, 24 hours from now.



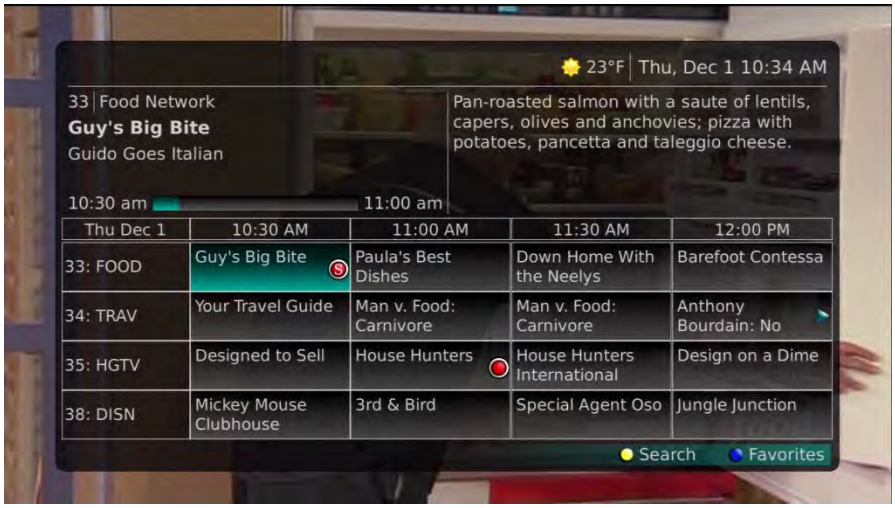
Using the Channel Guide

The Channel Guide is your on-screen tool to see what is on television and allows you to surf channels while still watching a program.

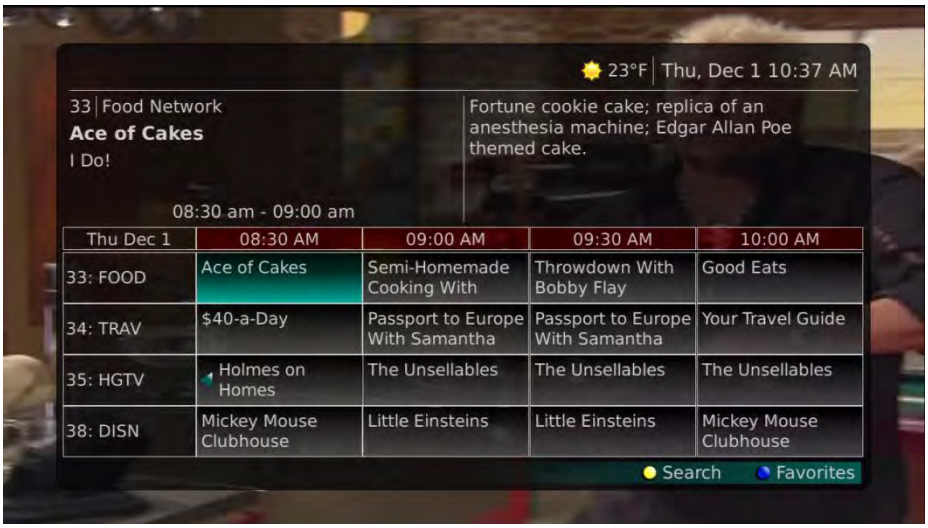
Using the GUIDE Button

1. Press the *GUIDE* button on the remote control. Information about the program you are tuned to displays at the top of the screen along with indicators showing:
   - Whether a program is in HD
   - Whether a program is a new episode
   - Whether the broadcast is in HD
   - Whether the program is available for Pay Per View purchase

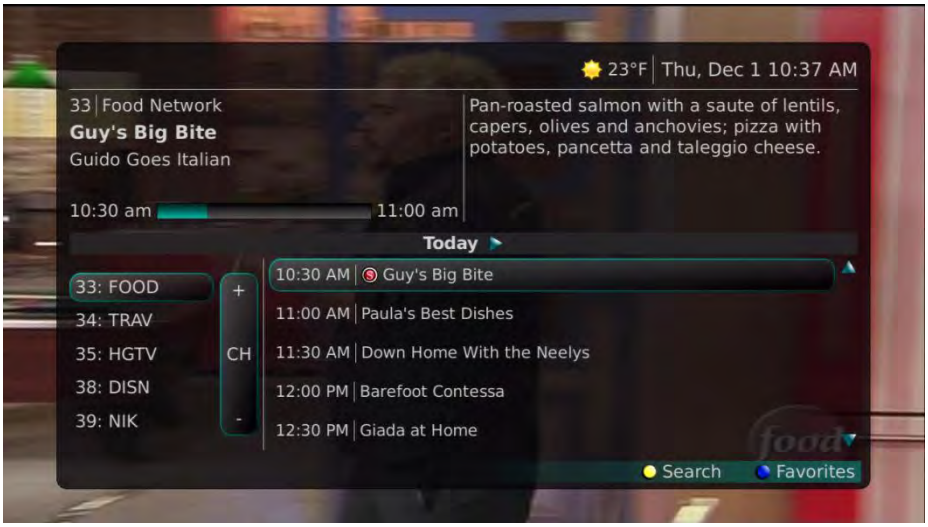
   Other channels and their programs will show at the bottom of the screen. Shows that started prior to the current time slot are indicated with a blue arrow prior to the program name. Shows that continue past the last time slot showing on the guide are indicated with a blue arrow after the program name. Programs scheduled for recording will be marked with a red circle.



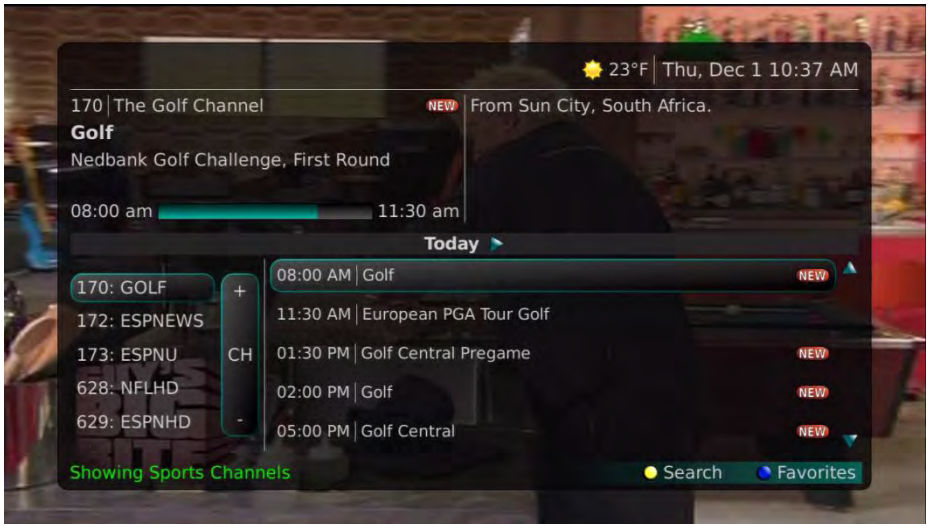
2. To move through the guide one channel at a time, use the *Up/Down arrow* buttons on the remote control. As you do this, a description of the highlighted program will display at the top of the screen. Or, press the *Channel* + and *Channel* – buttons to scroll through the channels more quickly.
3. To move through the guide one page at a time, press the *Page* + and *Page* – buttons on the remote control.
4. To move through the guide one screen at a time, use the *Fast Forward* and *Rewind* buttons.
5. To move through the guide a full 24 hours, press the *Day* + and *Day* – buttons on the remote control. You cannot use the *Day* – button to go back to programs that have already aired, however, you can use it to page back if you have moved ahead in the guide.
6. To see programs you missed, press the *Skip Back* button to go back one page in the guide. If there was a program you missed, you could search for other programs of the same name and schedule the DVR to record the program.



7. While in the Guide, if you press the *GUIDE* button a second time, you can view the Guide in Channel Guide view where similar information is displayed in a different format.



8. To browse through the guide using a Favorites list, press the *Blue* button or the *FAV* button. The list name will appear at the bottom of the screen. Keep pushing the *Blue* button to scroll through the different Favorites lists. Events marked with the red "NEW" symbol signify a new episode of the program.

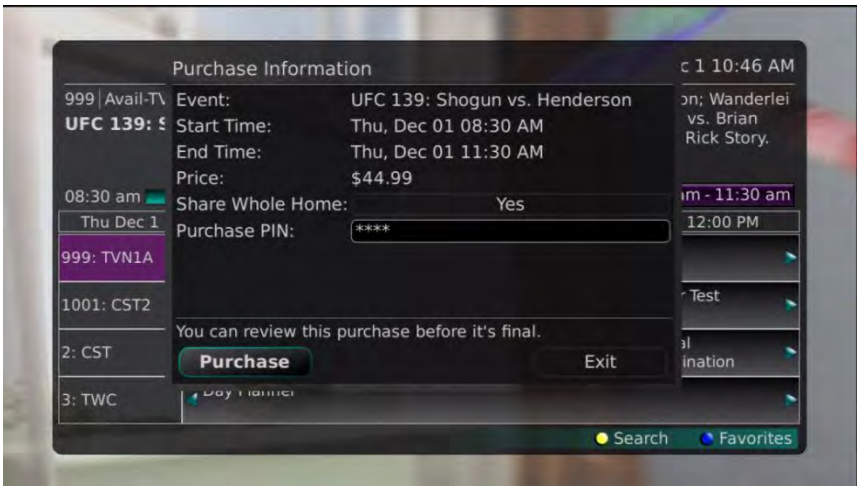


9. To exit the guide, either press the *GUIDE* button a third time or press the *EXIT* button on the remote control.

Pay Per View

Pay Per View events may be purchased through the program guide. Programs that are available for Pay Per View purchase will appear in the program guide with a PPV gold ticket symbol, the event price, and the air time. To purchase a Pay Per View event:

1. Select the Pay Per View event and press the *OK* button.
2. A Purchase Information window will appear showing
    - Event (Title)
    - Start Time
    - End Time
    - Price
3. The user may also select whether or not the purchased Pay Per View event should be shared with all set top boxes in the defined Whole Home Group. Unless the Share Whole Home field is set to "Yes," the Pay Per view event will only be viewable on the set top box that the event is purchased from.
4. Enter your Purchase PIN.
5. Select Purchase.



6. A Confirm Purchase window will appear showing the Pay Per View event purchase information. The event will have a reminder automatically added once the purchase is confirmed. Select Confirm Purchase.

7. Once the Pay Per View event has been purchased, the event will show a PPV ticket icon within the guide.

Bandwidth Management

The Bandwidth Management feature allows the user to adjust set top box resource usage. The usage can only be accessed when the bandwidth allowance has been exceeded.

1. Once the user attempts to exceed bandwidth allowance, a System Resource Exceeded window will appear.

2. Select a recording or current program being watched that you would like to stop.

3. Once a recording or current program has been stopped, the program status will show that it is Stopping and will then be removed from the System Resources Exceeded window lineup. If however, the selected program is being watched by another user, and they deny the program being stopped, a Rejected status will appear next to the selected program.

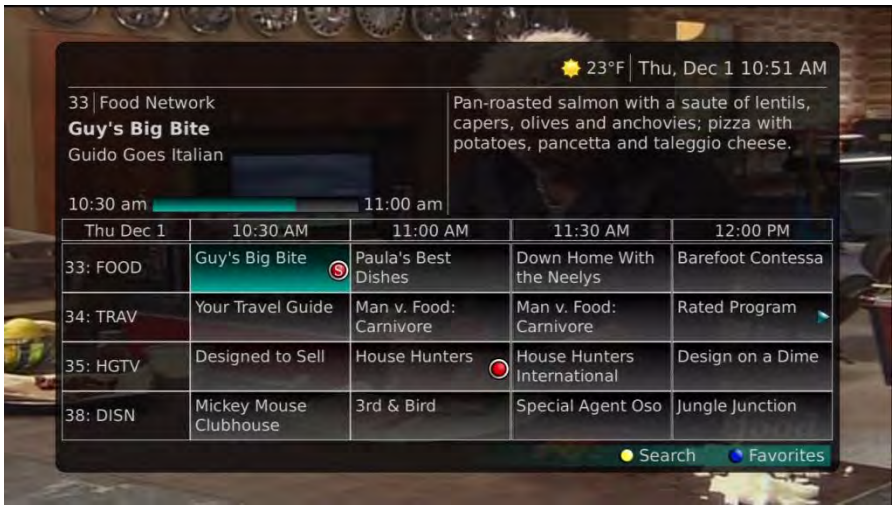
1000 BWMGMT
System Resources Exceeded
Watching channel 1000 will cause the system capacity to be exceeded. Select items below to decrease resource usage or select one of the alternate actions at the bottom of the screen.
0
104
Resources Needed: 104
Stop
6 | Family Feud
Watching: Basement
32 pts.
Rejected
48 | American Pickers
Watching: Kitchen
32 pts.
Stop
611 | The Talk
Recording: Local
60 pts.
Play Recording
New Channel
Cancel Action

Search

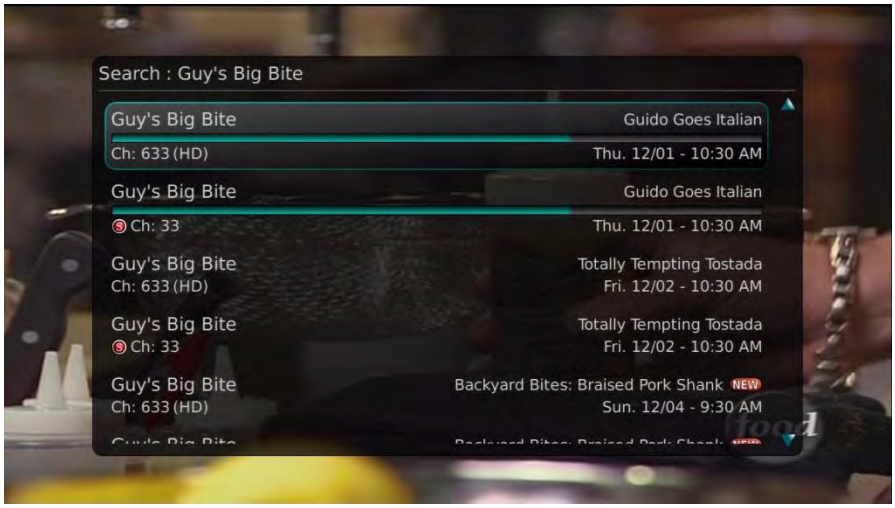
There are search capabilities that allow you to either search for a full title of a program or for a word or two within a title. You can use the Search feature in the guide to find all instances of a program by title or, you can use the Search feature to enter a partial name and search for all instances of the word to locate the desired program. This works well if you can't recall the full name of a program or movie.

Perform a Title Search Within the Guide

1. While viewing the Guide, select the desired program using the arrow buttons and, press the *Yellow* button on the remote control.



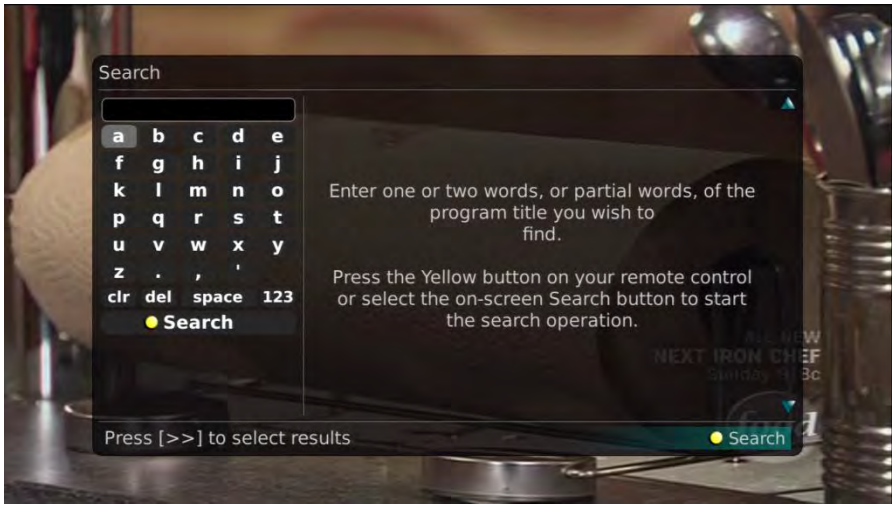
2. This will perform a full title search to return all shows with the same title. In this example, the search found all shows titled "House Hunters."



3. If there is a program in the search results you would like to record, you may schedule a recording from the list of search results. Use the *Up/Down arrow* buttons to highlight the program and press *Record* or *OK* on the remote control. Follow the steps to schedule a recording.

Perform a Partial Text Search Using the Search Button on Remote Control

1. While viewing any program (and not in the Guide or other menus), press the *Search* button (left arrow) on the remote control. This will display a search window where you can enter the first few letters or one or two words in the program title.



2. Use the arrow buttons on the remote control to highlight the letters and press the *OK* button to select a letter. When you have entered all the text, arrow down to Submit and press the *OK* button or just push the *Yellow* button to start the search.
3. In this example, the user has searched for all programs with the word "dog" in the title.

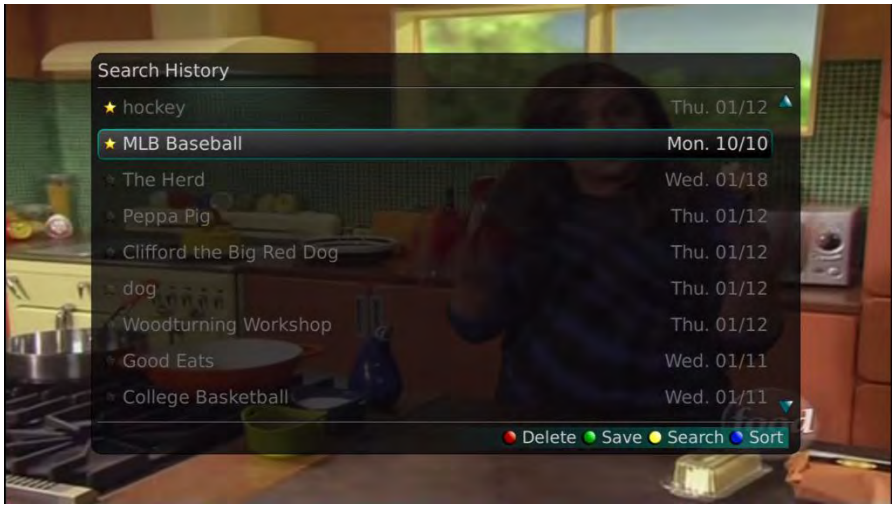
4. If there is a program in the search results that you would like to record, you may schedule a recording from the list of search results. Simply use arrow buttons to highlight the program and then press *OK* or *Record* on the remote control. Follow the steps to schedule a recording.
5. You may also continue to search for more programs by the same name. In this example, selecting "A Dog of Flanders" and pushing the *Yellow* button will search for all scheduled airings of "A Dog of Flanders."

Search History

The Search History feature will allow you to save your searches so that they can be used again at a later time. Up to 18 searches may be retained in the Search History at any given time. The oldest searches will automatically be removed as a new search is performed. Frequently used searches may be saved to prevent removal, and may be sorted to keep them at the top of the History list.

1. Select the *MENU* button. Select My TV | Search | History.

2. To delete a recent search, select the *Red* button on your remote control. The selected search will be removed.
3. To save a recent search, select the *Green* button on your remote control. The search will now have a yellow star icon next to it acknowledging that it is now a saved search.
4. To use a previous search, select the search and press the *Yellow* button on your remote control.
5. To sort recent searches, select the *Blue* button on your remote control. Searches will be sorted by saved searches in alphabetical order and then unsaved searches in alphabetical order.



Record Programs

Your DVR service gives you the freedom to record the program you are watching as you are watching it, record a program while you watch another, or you can record a program you see in the program guide. You can also schedule a series recording so you always catch all episodes of your favorite programs.

> *Note: If a program you record is either locked by parental rating settings or on a channel that is locked, the DVR will record the program but you will be required to enter a PIN to view it.*

Record What You Are Currently Watching

If you are watching a program and decide that you want to record the remainder of the program you can easily start the recording.

1. While watching a program, press the *Record* button on the remote control.

2. Choose whether this is a one-time recording, a series recording, or select the Cancel to not set a recording.
3. Customize your recording selections for start and stop time and which folder to save the recording to.
4. The Reminder function may also be selected from this screen. Select the Reminder function if you would like your television to remind you when:
    - When the program is going to air
    - When a new episode of the program is going to air
    - Each time a program will air
    - You may set the reminder for 1, 2, 3, 4, 5, 10 or 15 minutes prior to the program start.
    - You can also choose to have the television automatically tune to the channel when the recording starts. More information on setting reminders can be found later in this guide.
5. A Red circle will briefly display in the top right of the screen indicating you are recording the program.

6. If you decide to stop recording the program before it is complete, press the *Stop* button. Choose from the options regarding how to save the partial recording. The options are:
    - Stop Recording and Keep – Saves the recording for future viewing.
    - Stop Recording, Keep and Protect – Saves the recording and protects it from automatic deletion.
    - Stop Recording and Delete – Deletes the recording from memory.
    - Continue Recording – Does not stop recording the program.

Create a One-Time Recording from the Guide

Whether you are choosing a program from the Guide or if you are currently viewing the program when you decide to record it, the process to create a one-time recording is the same:

1. From the Guide, highlight the program you want to record and press the *Record* button on the remote control. The recording options will display.

2. Choose to create a one-time recording.
3. Use the arrow keys to customize start & stop times, folder to save the recording to, and auto tune preferences.
4. Arrow down to "Create One Time Recording" and click the *OK* button on your remote control.
5. A Red circle will display in the guide indicating the program will record.
6. You will also be able to find the recording in the Future Recordings list.

7. If you change your mind and decide against recording the program, with the program highlighted on the guide, press the *Stop* button on the remote control and the Red circle will be removed indicating the program will not record.

Record a ‘Live’ Event

(Live sporting event, award show, etc.)*

Recording a Live Event is essentially the same as recording any other program. However, since there is a chance of a live event running longer than originally scheduled in the programming guide, you have the option to record up to one hour longer in order to be sure you record the entire event. An example would be a major league baseball game or football game.

1. From the Guide, highlight the program you want to record and press the *Record* button on the remote control. The recording options will display.

2. The DVR recognizes from the program guide information that this is a live broadcast and warns you that it may extend past the designated end time. Use the *Left/Right arrow* keys to choose the Stop Recording option. Choose a 15 minute, 30 minute, or 60 minute extension time.

3. Arrow down to Extend Recording and press *OK* on the remote control.

Note: Live programming options will only be available when the Guide Data flags the programming as “live” programming.

Record a Series from the Guide

Whether you are choosing a program from the Guide or if you are currently viewing the program when you decide to record it, the process to create a series recording is the same:

1. If you have found a program that you would like to record in the Guide, highlight it and press the *Record* button on the remote control. The recording options will display.

2. Arrow over to select Series and press *OK* on the remote control.
3. The Series Recording Options will display.

   - Choose how many episodes to Keep at Most any given time. Options are 1 – 10 or All episodes. Use *Left/Right arrow* buttons to make your selection.
   - Choose the Show Type you wish to record. You may choose to record All episodes of a program or only New episodes.
   - Choose when to Start Recording. You can begin 'on time' when the program is scheduled to begin. Or you can use the *Left/Right arrow* buttons to choose 1, 2, 3, 4, 5,10, 15, or 30 minutes early.
   - Choose when to Stop Recording. You can stop 'on time' when the program is scheduled to end. Or you can use the *Left/Right arrow* buttons to choose 1, 2, 3, 4, 5, 10, 15, 30, or 60 minutes late.
   - Finally choose the Folder where you want to save the recording. By default the folder will be 'All Recordings' but you may choose another existing folder or create a new folder.
   - Arrow down to Create Series Recording and press *OK* on the remote control to save your changes. To cancel your changes, press the *EXIT* button or highlight Cancel and press *OK* on the remote control.
4. A Red circle with an 'S' will display in the guide indicating the program is part of a series recording.

5. You will also be able to see the scheduled recording in the Future Recordings list as well as in the Series Rules list.

Watch a Recorded Program

1. To access the list of recorded programs, press the *LIST* button on the remote control.
2. From the list of recordings, use the *Up/Down arrow* buttons to choose the folder containing the recorded program you wish to watch. When you highlight a program, it expands to show more information, or you may need to press the *INFO* button depending on your configuration.

3. To start playback of the recording, press the *Play* button on the remote control.
4. If the program is one that you had previously viewed and stopped in the middle, you will be asked if you would like to resume playback from where you left off or if you would like to restart from the beginning or if you would like to exit and return to the Recordings List.
5. As you play back a program, you have the ability to Fast Forward, Rewind, Pause, Replay, Jump Forward, Jump Backward or Stop the playback.
6. When you reach the end of the program, you will be asked if you would like to delete the recording. Select either Yes or No.

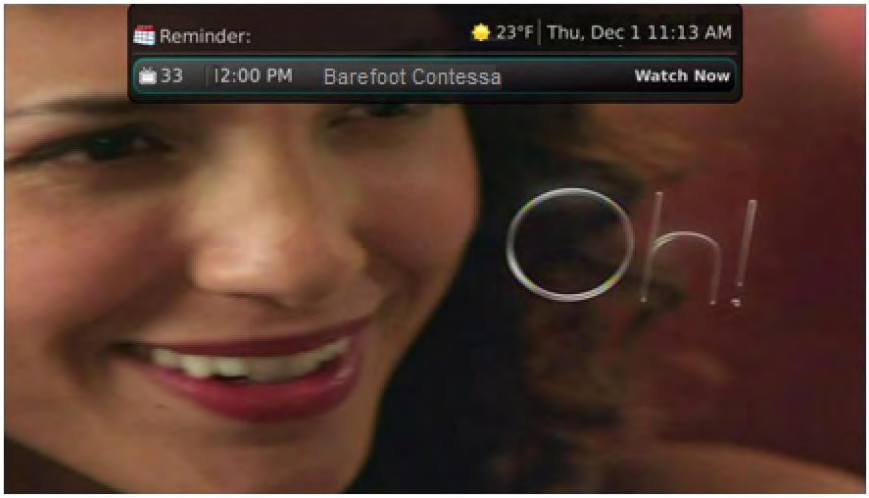
Reminders

Your television can be set to remind you when a program is about to air and to automatically tune to a program you don't want to miss.

1. To set a reminder, press the *GUIDE* button and use the arrow buttons to find and highlight the upcoming program you wish to flag with a reminder. Press the *Record* button on the remote.

2. Arrow over to select Reminder.
3. Customize your settings for a one-time reminder, reminders only when a new episode will air, or a reminder or for all program airings. You can also select how many minutes before the program starts you want your reminder to appear (1, 2, 3, 4, 5, 10 or 15 minutes early), and whether to automatically tune to the channel when the program begins. Arrow down to highlight Create Reminder and press the *OK* button on the remote.
4. A reminder icon will appear next to the program on the guide to indicate a reminder has been set for that program.

5. A reminder pop-up will appear at the top of your TV screen at the time you designated. Press the *OK* button to begin watching the program at any time or wait for it to change channels automatically if you set the auto tune feature.

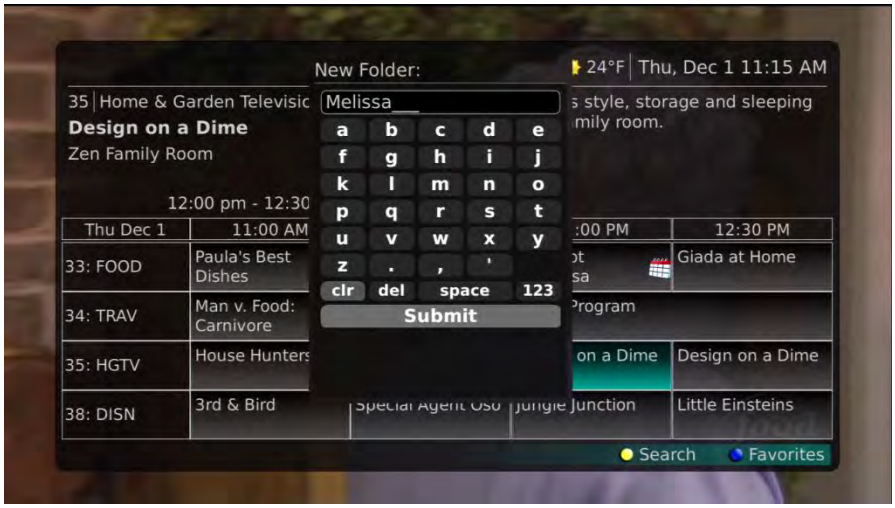


Folders

Folders allow you to organize the recordings on your DVR by user, program type, or any other way you may choose.

1. To create folders, simply choose the [New Folder] option any time you are setting a new recording. Arrow down to select Create One Time Recording and select the *OK* button.

2. You will then be prompted to name the folder. Enter the folder name and select Submit.



3. Once the recording is complete, it will be placed in the designated folder and you can access it by pressing the *LIST* button.

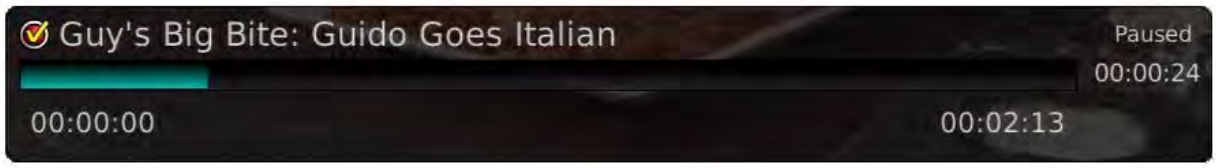
4. To move a program to a different folder, find the recorded program by pressing the *LIST* button. With the program selected, press the *Green* button to reveal List Action options and choose Move to Folder and select the desired folder.

Status Bar

The status bar appears whenever you Skip Forward, Skip Back, Pause, Rewind, or Fast Forward a live or recorded program. It gives you information such as the channel you are viewing, the title of the program you are watching, and the length of the live buffer.

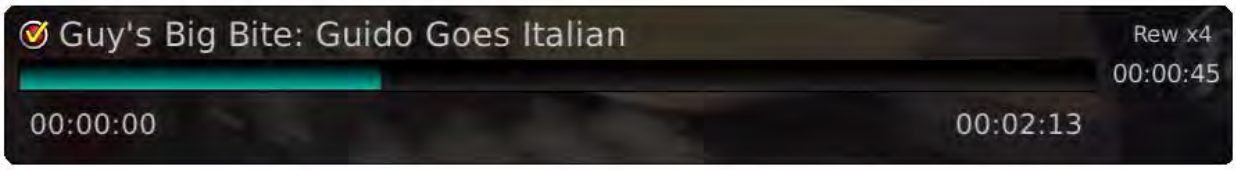
Pause

As you watch live TV or recorded programs, press the *Pause* button and the programming on the screen instantly freezes. Press the *Play* button to resume normal play of the program from the point where it was paused.



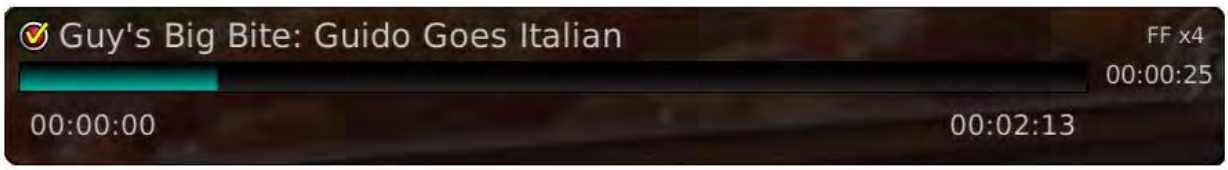
Rewind

Do you need to see something again? Press the *Rewind* button. Press it again up to four times to increase the rewind speed. x4, x15, and x60 and x300 will display next to the status bar. x4 is the slowest setting and x300 is the fastest. To slow the Rewind speed, press the *Fast Forward* button. At the point that Rewind mode is slowed as far is it goes, you will return to normal mode and then Fast Forward mode. Press the *Play* button to resume normal play directly.



Fast Forward

Press the *Fast Forward* button to move forward in a recorded program. Press it again up to four times to increase the fast forward speed. x4, x15, x60 and x300 will display next to the status bar. x4 is the slowest setting and x300 is the fastest. To slow the Fast Forward speed, press the *Rewind* button. At the point that Fast Forward is slowed as far as it goes, you will return to normal mode and then to Rewind mode. Press *Play* to resume normal play directly. For programs you are watching live, Fast Forward mode will be activated if you have paused or rewound the program.



Skip Back

With Skip Back, you can go back to see the last play of the game or replay the last scene of your movie. Just press the *Skip Back* button on your remote control to replay the last 10 seconds. Press the *Replay* button repeatedly to continue skipping back in 10 second increments.

Slow Motion

The Slow Motion function allows you to rewind to a point in a recorded program or within the recorded (buffer) of the program you are currently watching and watch a segment of the program in slow motion. Select the *Pause* button at the point in the program that you would like to watch in slow motion. Select the *Fast Forward* button to play in slow motion. Press once to play at x1/4 speed, and press twice to play at x1/2 speed.

Return to Live TV

Any time you Pause or rewind a live program, the show continues to be broadcast in real time and saved in the buffer. To return to live programming, press the *LIVE* button.

Delete a Recording

In addition to the option to delete a recording when you have finished viewing it, there are other options for deleting a recording.

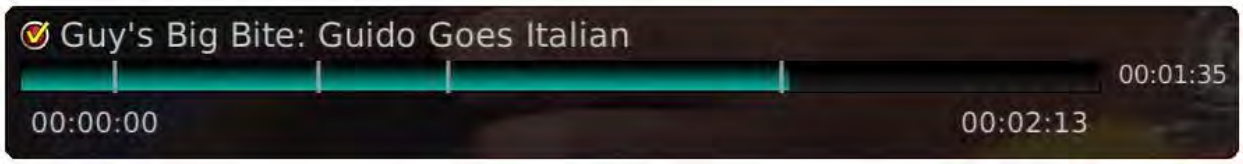
1. To access a list of recorded programs, press the *LIST* button on the remote control.
2. From the list of folders, choose the folder that contains the recordings you want to delete and use the *Up/Down arrow* buttons to highlight the entire folder or the individual episode you want to delete.

3. Press the *Red* button to Delete the recording or group of recordings. Or, press the *Green* button to access the Actions menu and then choose Delete. You have the option to cancel the process.

Using Bookmarks

Your DVR is capable of marking specific spots in a recorded program, called Bookmarks. It is an easy way for you to mark your spot in a program that you might not be able to watch in its entirety, bookmark a great play in a sporting event, or the end of a commercial.

1. To work with bookmarks, press the *Play* button on the remote control to display the status bar.
2. As you are recording a program or watching a recorded program, press the *Blue* button on the remote control to add a Bookmark. You will notice a black line in the status bar.



3. When you return to the program, you can press the *Up/Down arrow* buttons on the remote control to advance to your bookmarked spot. If there are multiple Bookmarks, keep pressing the *Up/Down arrow* buttons until you are to your desired place in the program.

4. You can remove a Bookmark by moving to the Bookmark and pushing the *Blue* button within three seconds.

Bookmarks would be helpful would be in the case of a television movie that you keep and watch over and over. You could bookmark the end of commercials so that you could skip over those sections of the movie.

Working with Multiple Streams

Your DVR is capable of recording two programs while you watch a third program. You can easily tell what your DVR is doing by pressing the *OK* button. When you see the red light indicating that something is being recorded on the DVR, you can quickly find out what program is recording.

1. Press the *OK* button on the remote control to see what is Now Playing. In this example, the television is tuned to channel 33 as indicated by the TV symbol. Channels 33 and 35 are recording as indicated by the red circle symbols.

2. You may change to view any of the listed programs by using the *Up/Down* arrow keys on the remote control and pressing the *OK* button. For example, you can choose to view the program as it is being recorded on Channel 35.

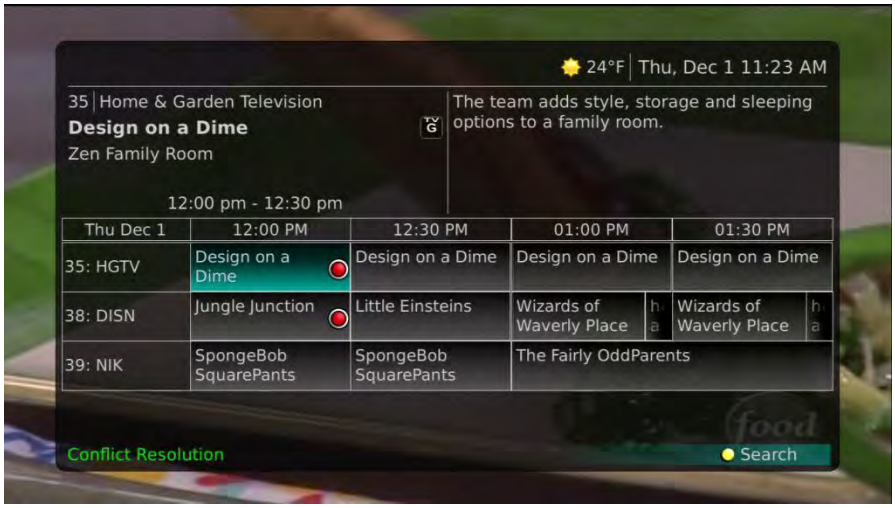
3. When you change to view the program that is recording, the system will start at the last time you viewed that program. You can go back to the beginning of the program using the *Rewind* button or jump with the down arrow. You have access to *Rewind*, *Skip Back*, *Skip Forward*, and *Fast Forward* to move within the recording.

Recording Conflicts

The DVR can record a limited number of programs at a time. If you attempt to record more programs than the system is capable of recording at one time, the DVR will warn you of a recording conflict.

1. You may choose to either resolve the conflict or to cancel your option to record the program.

2. When you choose “Resolve Conflict,” a guide screen will appear showing the other programs currently scheduled to be recorded.



Highlight the program you wish to stop recording and press the *Stop* button on the DVR controls. Choose from the stop recording options. You may now choose the alternate program you wish to record from the guide and press the *Record* or *OK* button.

Attempt to Watch a Locked Channel

If you have locked channels from view, you will need to enter a PIN in order to access programming on that channel. See the My Settings Menu section for instructions on locking channels.

1. In this example, the channel is locked; you are prompted to enter a PIN. Until you change it through the My Settings menu, the default PIN is 0000.

2. The Enter PIN screen will remain until a correct PIN is entered or until you press Exit.
3. Pressing Exit will bring up a screen indicating an invalid PIN was entered. Press the *GUIDE* button to browse for another program to watch. This same result happens when selecting a locked channel from the Guide.

Attempt to Watch a Program Outside the Parental Rating Settings

If you have set parental ratings in order to prevent viewing shows beyond a rating that you find acceptable, you will need to enter a PIN in order to access programming beyond your specified rating. See the "Understanding the My Settings Menu" section for instructions on setting parental controls.

1. When the program is rated beyond the viewing limits set, you are prompted to enter a PIN.

2. The Enter PIN screen will remain until a valid PIN is entered or until you press Exit.

3. Pressing Exit will bring up a screen indicating an invalid PIN was entered. Press the *GUIDE* button to browse for another program to watch. This same result will occur when keying in a channel number on the remote control.

Using the LIST Button

You access your recordings, the list of future recordings and series rules by pressing the *LIST* button on the remote control multiple times.

Current Recordings

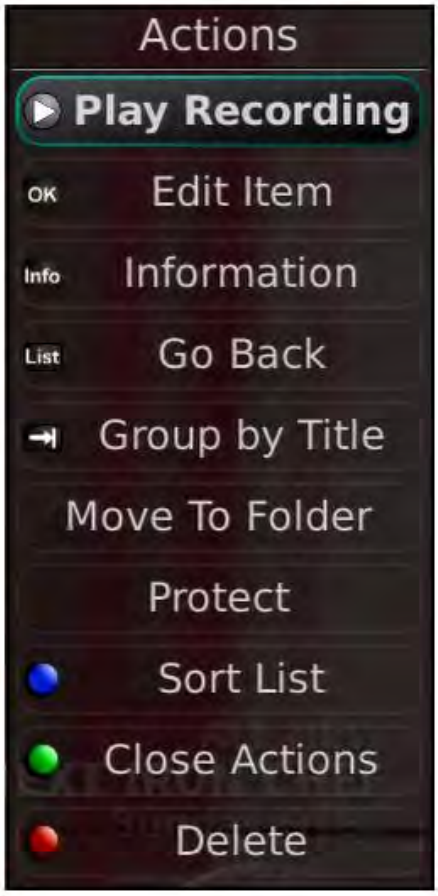
Press the *LIST* button one time to access the list of Recording Folders. The All Recordings folder appears first and includes all of the recordings you have stored on your DVR. If grouping is enabled in your setting, each program will also have a folder including all recordings of that program. To move in and out of the folders, use the *Left/Right arrow* buttons. At the top of the screen you see the number of folders and the amount of space you have free on the DVR.

When you are in a program folder:

- Delete a recording by pressing the *Red* button on the remote control.
- View the available Actions by pressing the *Green* button on the remote control. Actions include Play Recording, Edit Item, Information, Go Back, Move to Folder, Protect, Sort List, Close Actions and Delete Recording.
- Search for programs within the Recording folders by pressing the *Yellow* button on the remote.
- Sort the Current Recordings by pressing the *Blue* button on the remote control. By default, Current Recordings are displayed by date and time. If you press the *Blue* button, programs will be sorted by Name.
- Press the *Skip Forward* button to view recordings by title rather than group.

Current Recording Actions

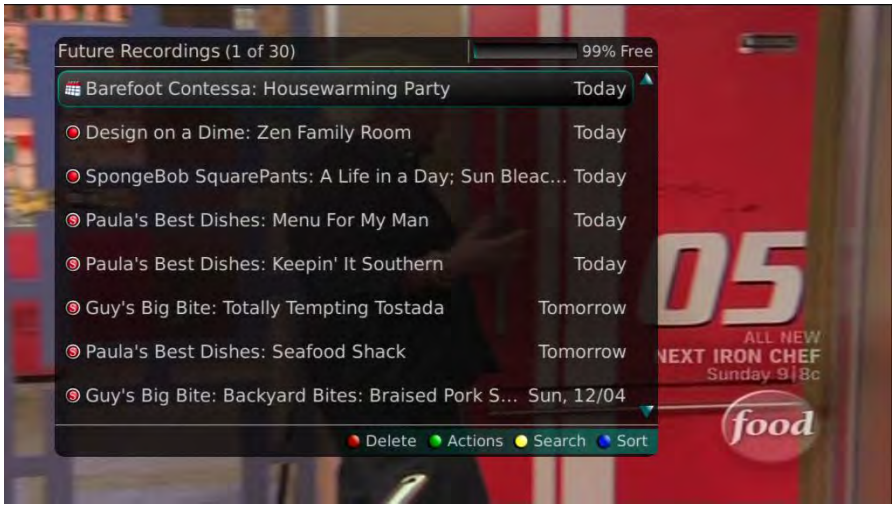
To view the available Actions, press the *Green* button on the remote control. The Actions list displays on the right hand side of the screen. To make it easy for you, the list of Actions on the screen shows the corresponding button that you could press on the remote control. It is also possible to highlight your selection and then press *OK* on the remote control.



1. Select Play Recording to start the currently selected recording.
2. To extend the end recording time on a recording in progress, select Edit Item.
3. To show or hide Information about the recording, press the *INFO* button. This expands or hides the view of information. Simply highlighting a recording and pausing for a brief moment will also display the information.
4. To Go Back to the previous screen showing All Recording Folders, press *LIST*.
5. To move the recording to a specific folder arrow to select Move To Folder.
6. To group the recordings by their titles, select the *Skip Forward* button.
7. To Protect a recording so that it does not automatically get deleted, use the arrow buttons to highlight the protect option and then press the *OK* button. When you do, a shield symbol will display next to the program name letting you know that this program is protected. If you want to remove protection from the recording, simply choose Protect again.
8. To Sort the List of Current Recordings, press the *Blue* button on the remote control. At the bottom of the screen you will see the sort change to being sorted by Name. Press the *Blue* button again to change the sort back to date and time.
9. To Close the Actions, either press the *Green* button or press the *EXIT* button on the remote control.
10. To Delete the Recording, press the *Red* button on the remote control. Select Yes or No to delete and then press the *OK* button.

Future Recordings

Press the *LIST* button a second time to view your list of Future Recordings. These are programming events that are waiting to happen. At the top of the screen you see the number of recordings and the amount of space you have free on the DVR.



When you are in a program folder:

- Delete a future recording by pressing the *Red* button on the remote control.
- View the available Actions by pressing the *Green* button on the remote control. Actions include Edit Item, Information, Go Back, Move to Folder, Sort List, Close Actions, and Delete Recording.
- Search for programs within the Recording folders by pressing the *Yellow* button on the remote.
- Sort the Current Recordings by pressing the *Blue* button on the remote control. By default, Current Recordings are displayed by date and time. If you press the *Blue* button, programs will be sorted by Name.
- Press the *Skip Forward* button to view recordings by title rather than group.

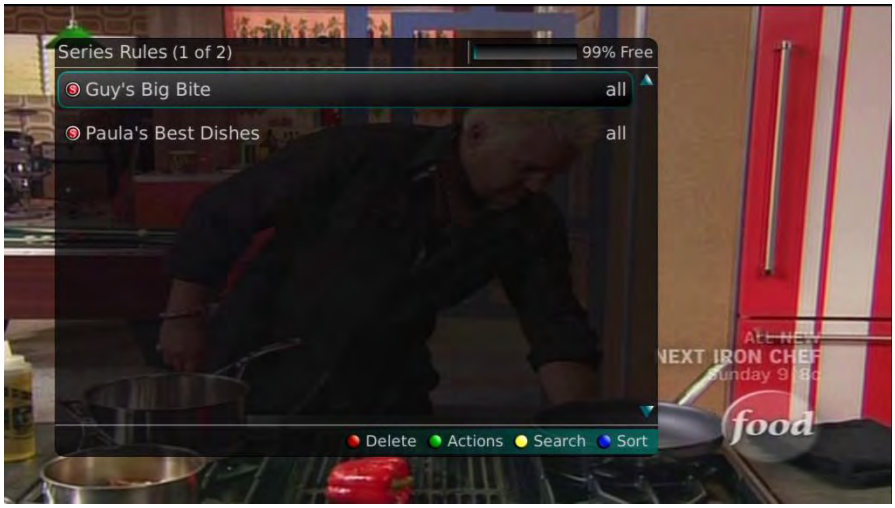
Future Recording Actions

To view the available Actions, press the *Green* button on the remote control. The Actions list displays on the right side of the screen. To make it easy for you, the list of Actions on the screen shows the corresponding button that you could press on the remote control. You can also highlight your selection and then press the *OK* button on the remote control.

1. To Edit the Item, press the *OK* button on the remote control. You can change the time that you Start Recording and Stop Recording. This allows you to begin and/or end recording to allow for time padding around the program.
2. To show or hide Information about the recording, press the *INFO* button. This expands or hides the view of information. Simply highlighting a recording and pausing for a brief moment will also display the information.
3. To Go Back to the Future Recordings Folder List press the *LIST* button.
4. To group the recordings by their titles, select the *Skip Forward* button.
5. To Move the recording to a specific folder arrow to select Move To Folder.
6. To Sort the List of Future Recordings, press the *Blue* button on the remote control. At the bottom of the screen you will see the sort change to being sorted by Name. Press the *Blue* button again to change the sort back to date and time.
7. To Close the Actions, either press the *Green* button or press the *EXIT* button on the remote control.
8. To Delete the Recording, press the *Red* button on the remote control. Select Yes or No to delete and then press the *OK* button.

Series Recording Rules

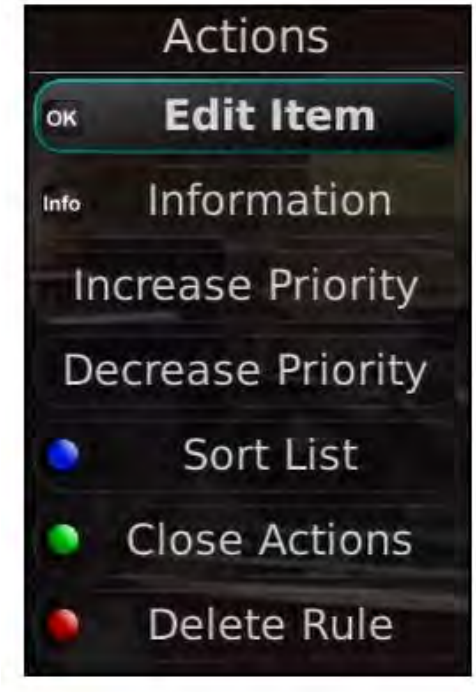
Press the *LIST* button a third time to view your Series Recording Rules. These are the programs that you have set to record on a regular basis. You can make adjustments to your series recording rules from this screen. At the top of the screen you see the number of Series Rules and the amount of space you have free on the DVR.



1. Delete a rule by pressing the *Red* button on the remote control.
2. View the available Actions by pressing the *Green* button on the remote control. Actions include Edit Item, Information, Increase Priority, Decrease Priority, Sort List, Close Actions and Delete Rule.
3. Search for programs in the recordings folders by pressing the *Yellow* button on the remote.
4. Sort the Series Rules by pressing the *Blue* button on the remote control. By default, Series Rules are displayed by Priority. If you press the *Blue* button, programs will be sorted by Name.

Series Rules Actions

To view the available Actions, press the *Green* button on the remote control. The Actions list displays on the right side of the screen. To make it easy for you, the list of Actions on the screen shows the corresponding button that you could press on the remote control. You can also highlight your selection and then press the *OK* button on the remote control.



1. To Edit the Item, press the *OK* button and choose from these options to edit:

- Choose how many episodes to Keep at Most any given time. Options are 1 – 10 or All episodes. Use the arrow buttons to make your selection.
- Choose the Show Type that you wish to record. You may choose to record all episodes of a program or just new episodes.
- Choose when to Start Recording. You can begin 'on time' when the program is scheduled to begin. Or you can use the arrow buttons to choose 1, 2, 3, 4, 5,10, or 15 minutes early.
- Choose when to Stop Recording. You can stop 'on time' when the program is scheduled to end. Or you can use the arrow buttons to choose 1, 2, 3, 4, 5,10, 15, 30, 45, or 60 minutes late.
- Finally choose the Folder where you want to save the recording and whether you'd like your television to auto tune to the channel. Arrow to highlight Update Series Recording and press the *OK* button on the remote control to save your changes. To Cancel your changes, highlight Exit and press the *OK* button on the remote control.

2. To show or hide information about the recording, press the *INFO* button. This expands or hides the view of information. Simply highlighting a recording and pausing for a brief moment will also display the information.

3. The priority of programs is represented by their order in the list. The top program on the list is the highest priority and the bottom one is the lowest priority. So, if you have several programs scheduled to record at once and the system is unable to provide

resources to record all of them, the DVR will record based on highest priority. To change Priority, simply highlight the Action to Increase or Decrease Priority and then press the *OK* button to adjust priority.

4. To Sort the List of Series Rules, press the *Blue* button on the remote control. By default Series Rules are sorted by their Priority. You can change them to sort by Name. Press the *Blue* button again to change the sort back to Priority.
5. To Close the Actions, either press the *Green* button or press the *EXIT* button on the remote control.
6. To Delete the Rule, press the *Red* button on the remote control. Select Yes or No to delete and then press the *OK* button.

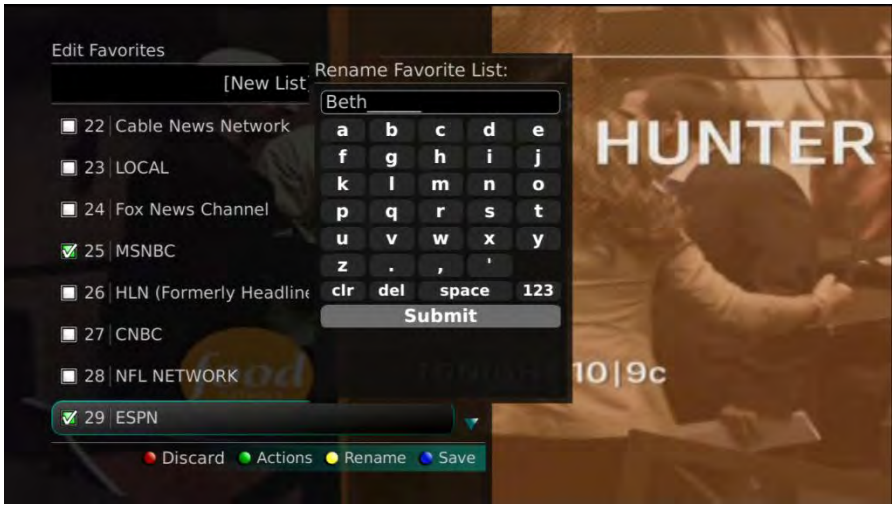
Create a Favorites List

If you like to be able to surf within only a specific set of channels, you can create Favorites lists. By default, your set top box has grouped channels into several pre-set Favorites lists including: All Channels, Subscribed Channels, Movie Channels, Sports Channels, Music Channels, Entertainment Channels, Kids Channels, News Channels, Business News Channels, Infotainment Channels, Religious Channels, Regional Channels and HD Channels. You may create up to five additional Favorites lists.

1. Press the *MENU* button to access the Main Menu. Highlight My TV. Use the arrow buttons to highlight Edit Favorites and then press the *OK* button.

2. If you are not already in a 'New List' by default, arrow right to access a New List.

3. All available channels will display. Use the *Up/Down arrow* buttons on the remote control to move through the list of channels. When you are on a channel you want to add to your list, press the *OK* button to mark it as part of this Favorites list.
4. To name the list, press the *Yellow* button on the remote control.



5. Use the arrow buttons to move through the letters on the screen. Press the *OK* button on the remote control to choose a letter. When you have named your list, arrow down to select the Submit to accept your name.
6. To Save your favorites list, press the *Blue* button on the remote control and then press the *OK* button.
7. To Discard a favorites list, press the *Red* button on the remote control.
8. Press the *EXIT* button on the remote control to leave the menu.

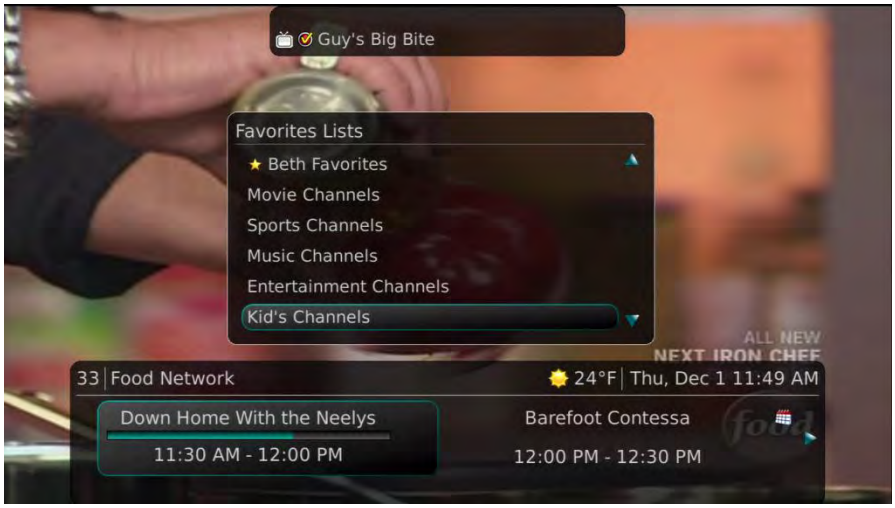
Favorite List Actions

To view the available Actions associated with each Favorites List, press the *Green* button on the remote control. The Actions list displays on the right side of the screen. To make it easy for you, the list of Actions on the screen shows the corresponding button that you could press on the remote control. You can also highlight your selection and then press the *OK* button on the remote control.

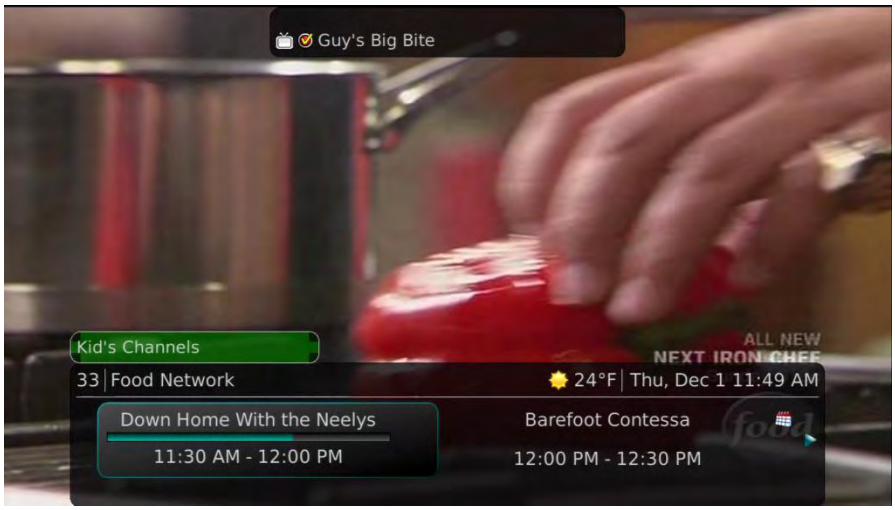
1. Selecting the Discard Changes option will exit Edit Favorites without making any changes.
2. Rename List allows you to change the name of this list without changing the channels that were previously selected for this list.
3. Save List will save any changes made to this Favorites List.
4. Delete List will delete this list from your Favorites.
5. Invert List lets you select or deselect channels in this Favorites List. For example, if you have selected 10 channels in this Favorites List and click OK on Invert List, those 10 channels will be deselected and all of your other subscribed channels will be selected. If you click OK again those 10 previously selected channels will be back in the list while the rest of the subscribed channels will be removed.

Access a Favorites List for Surfing

1. Press the *FAV* button on the remote control.



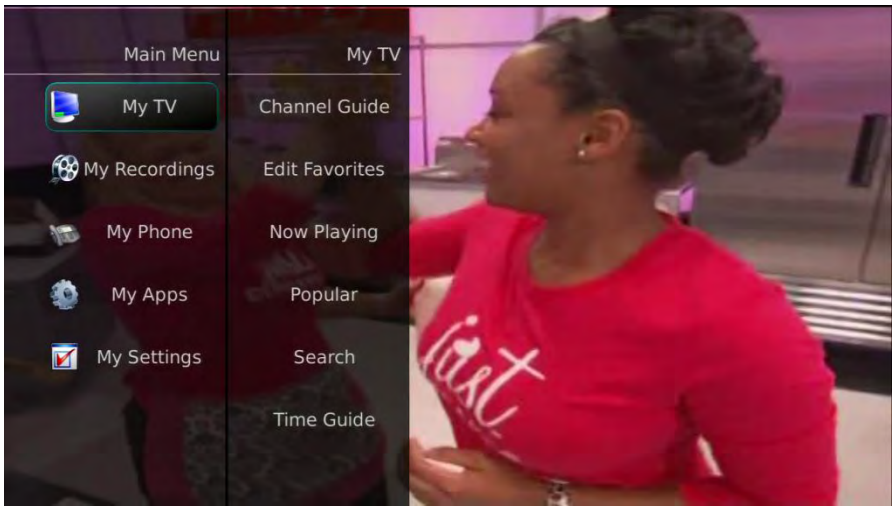
2. All Favorites lists will display. Lists that you have created will display with a star.
3. Arrow down to highlight the Favorites list you want to use and then press the *OK* button on the remote control. The list you have selected will show just above the channel number.
4. With the favorites list selected, you will browse channels only within that list.



My TV Menu

Along with being able to access almost all functions with specific buttons on the remote control, you can also access these controls through the Main Menu.

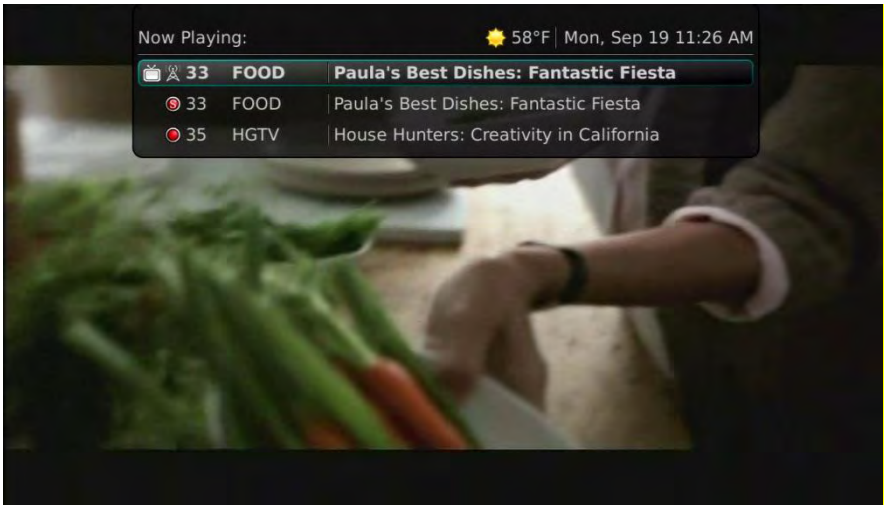
1. Access the main menu by pressing the *MENU* button on the remote control. Under My TV you have options for Channel Guide, Edit Favorites, Now Playing, Search and Time Guide.



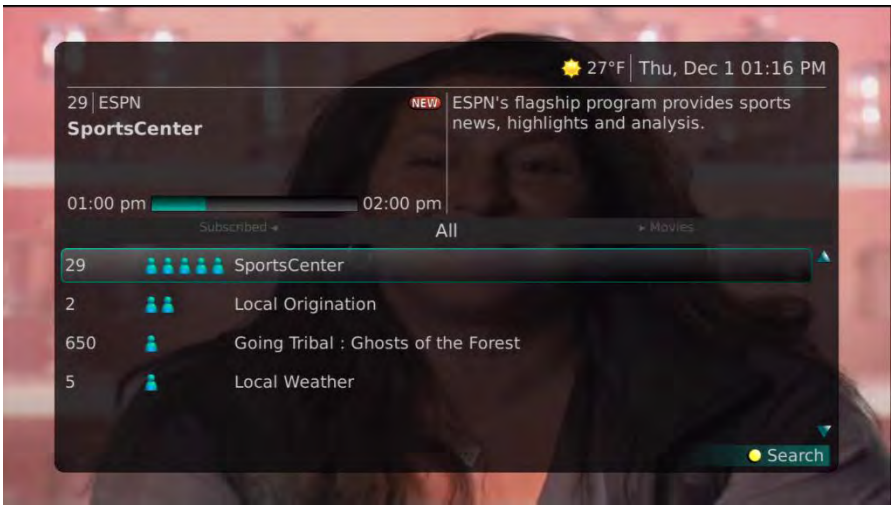
2. If you arrow to the right, highlight Channel Guide and press the *OK* button, you can view the channel guide. This is the same as when you would press the *GUIDE* button on the remote control two times.

3. If you arrow to the right, highlight Edit Favorites and press the *OK* button, you can edit your favorites list.

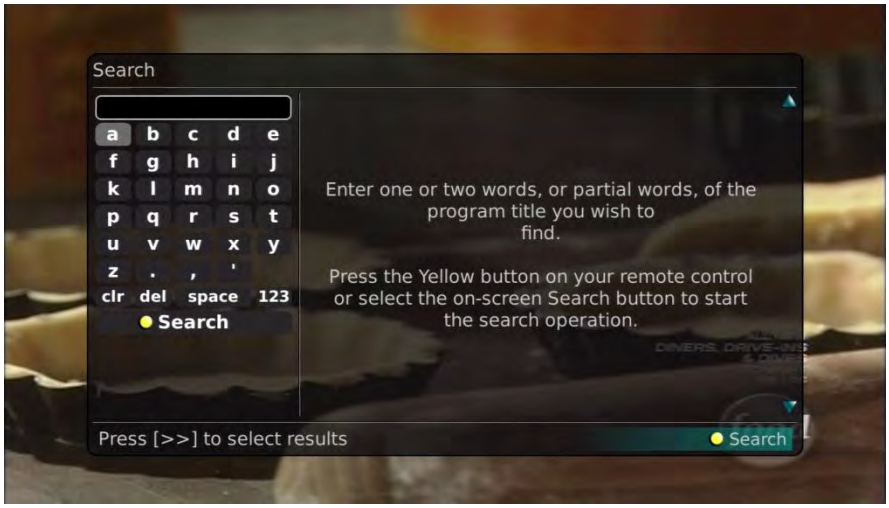
4. If you arrow to the right, highlight Now Playing and press the *OK* button, you can view what is currently playing as well as any programs being recorded. This is the same as when you would press the *OK* button on the remote control.



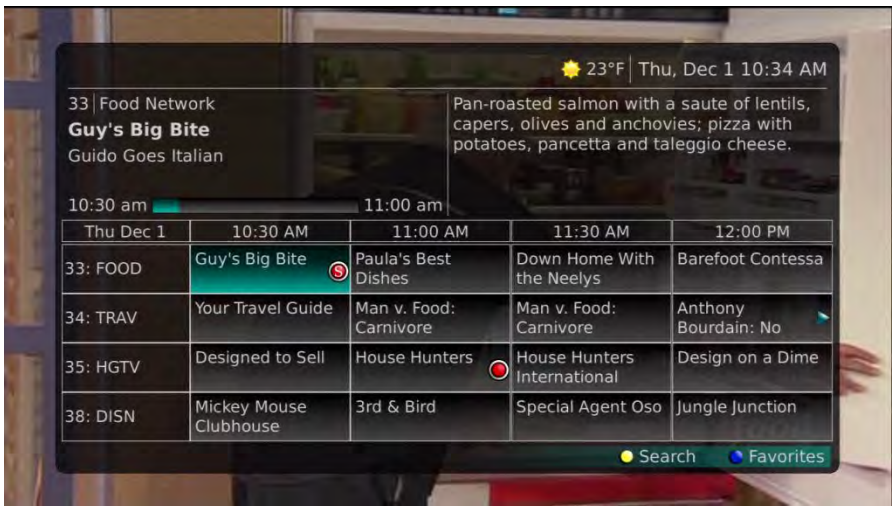
5. If you arrow to the right, highlight Popular and press the *OK* button, you can view local area real time information about what others in your local area are watching. The end user can easily tune to one of the "What's Hot" programs or set a recording.



6. If you arrow to the right, highlight Search and press the *OK* button, you can search for a program. This is the same as when you would press the *Search* button on the remote control.



7. If you arrow to the right, highlight Time Guide and press the *OK* button, you can view the time guide. This is the same as when you would press the *GUIDE* button on the remote control.

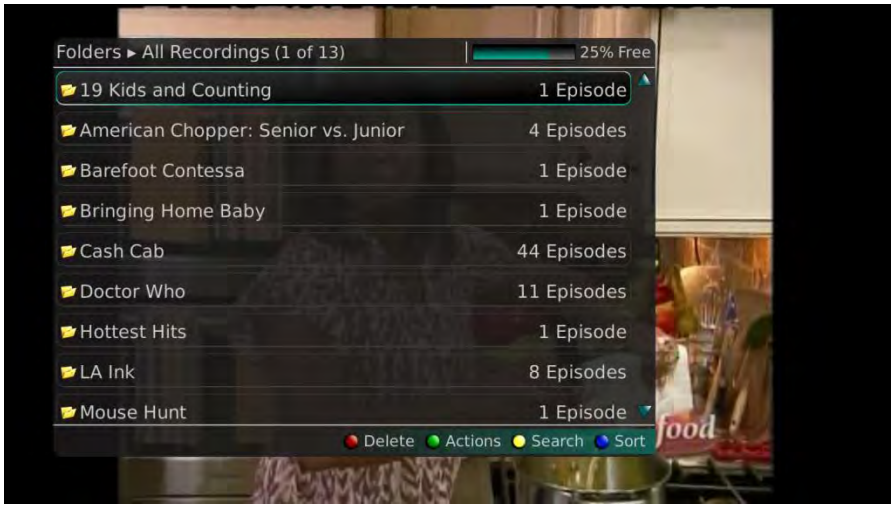


My Recordings Menu

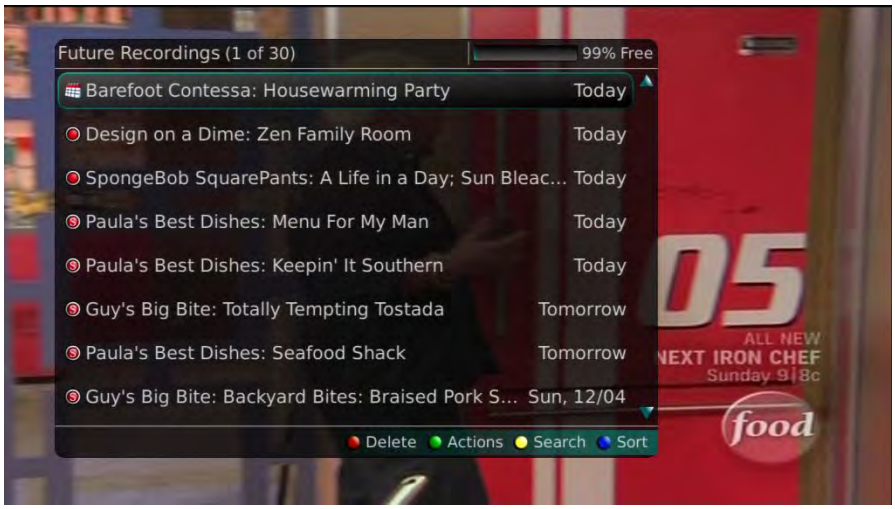
Most everything that you do with the *LIST* button on the remote control you can do in the Main Menu.

1. Access the Main Menu by pressing the *MENU* button on the remote control. Under My Recordings you have options for Current, Future, and Series.

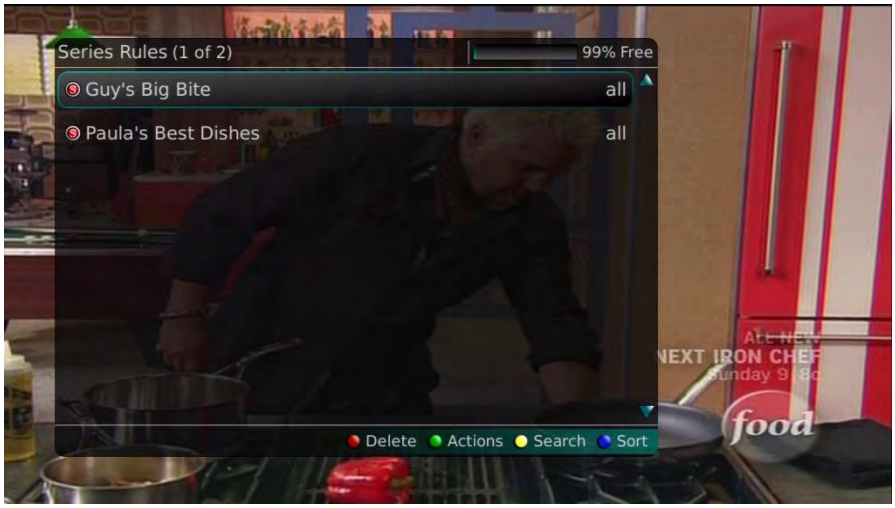
2. If you arrow to the right, highlight Current and press the *OK* button, you can view the list of recorded programs saved on your DVR. This is the same as if you would press the *LIST* button on the remote control.



3. If you arrow to the right, highlight Future and press the *OK* button, you can view the list of programs that you have scheduled to be recorded. This is the same as if you would press the *LIST* button two times on the remote control.



4. If you arrow to the right, highlight Series and press the *OK* button, you can view the list of series rules. This is the same as if you would press the *LIST* button three times on the remote control.

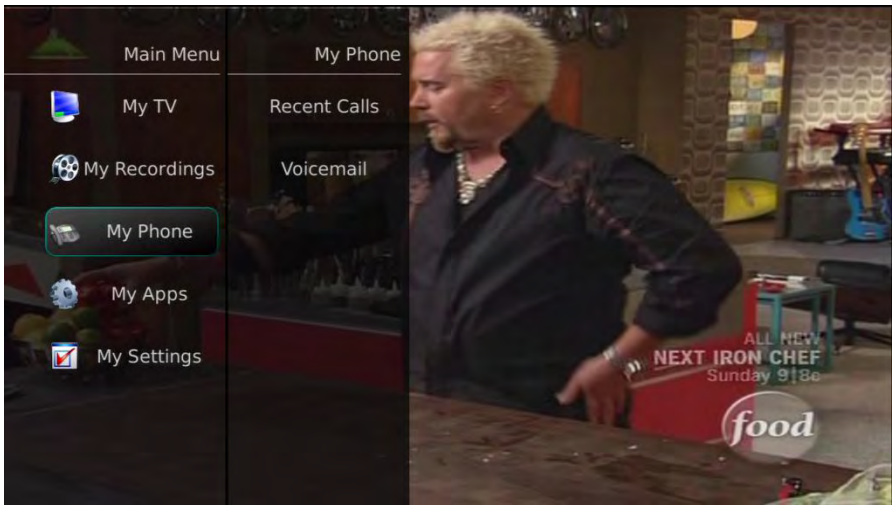


My Phone Menu

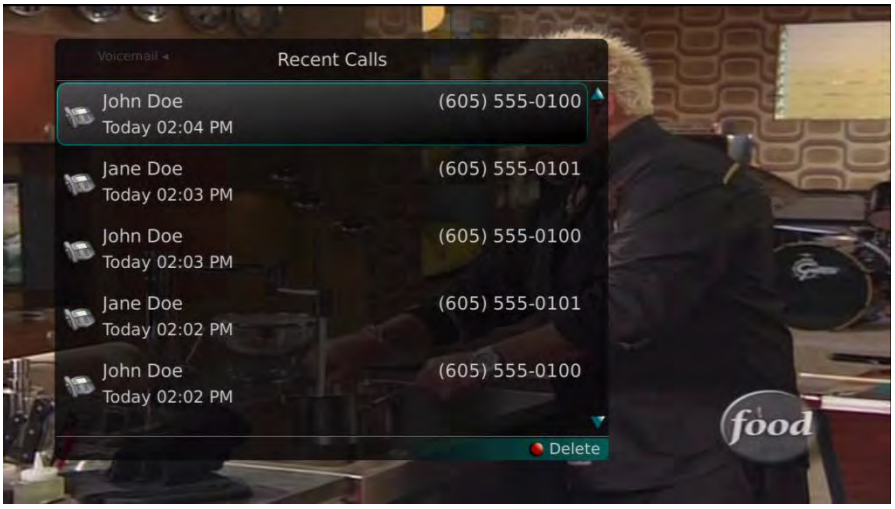
If you are also subscribed to Caller ID on the TV, you can have your caller ID display on the TV as well as on your regular Caller ID device. The Recent Calls List will store recent caller ID information.

> *Note: The Recent Calls and Voicemail options are only available if the subscriber also purchases the APmax Voice Mail/Unified Messaging Service.*

1. You can access the Main Menu by pressing the *MENU* button on the remote control. Under My Phone you have an option for Recent Calls.



2. You can also access the Recent Calls list by pressing the *Green* button on the remote control.



3. To delete an entry on the Recent Calls list, highlight it and press the *Red* button on the remote control.

My Apps

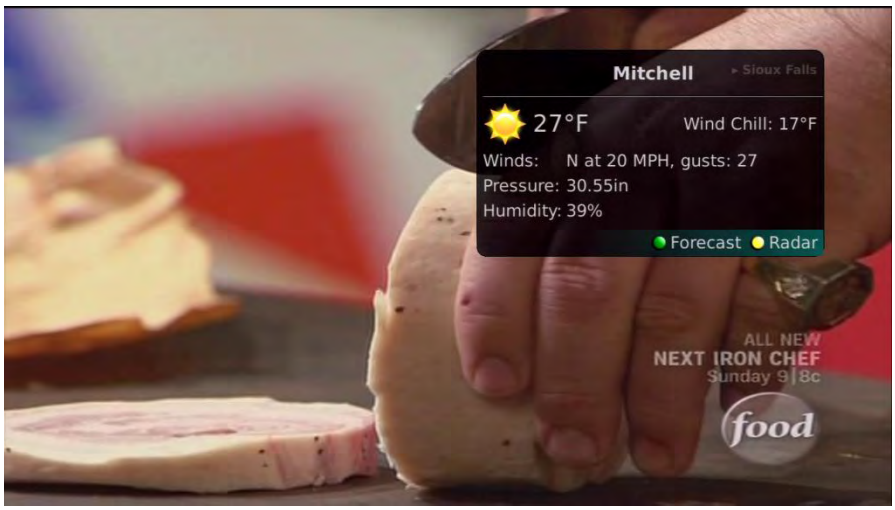
Weather Application

The Weather Application allows the current weather statistics to be viewed through multiples guides and menus. It can be accessed through the My Apps category to instantly bring up an on-screen window with the most current weather information.

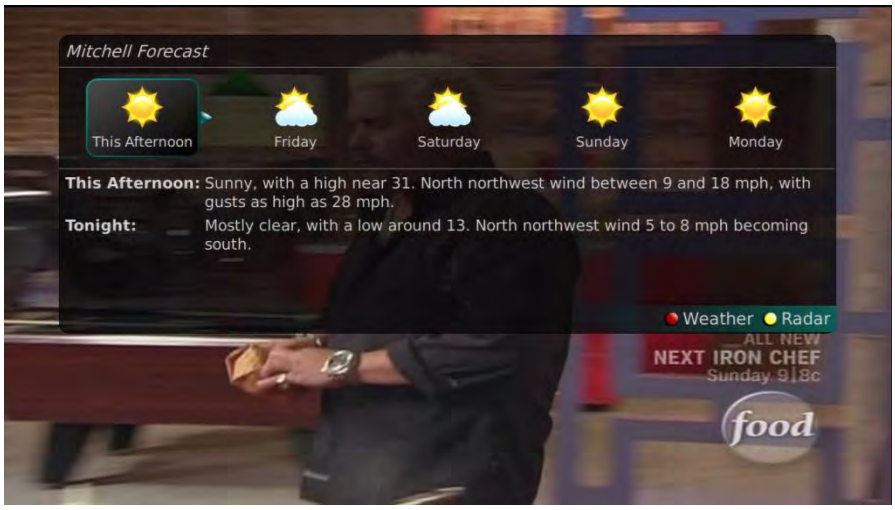
> *Note: The Weather application is only available if the subscriber also purchases the APmax Weather Plus Service.*

1. Select the *MENU* button on your remote control. Select My Apps, highlight Weather, and select the *OK* button.

2. A window will appear on the screen with the most current weather data for the selected area. To receive weather information from a different location, select a new location within My Settings.



3. To access the Forecast portion of the Weather application, select the *Green* button within the application window.



4. To access the Radar portion of the Weather application, select the *Yellow* button within the application window.

What's Hot Application

The What's Hot application allows you to view local area real time information about what others in your local area are watching. The end user can easily tune to one of the "What's Hot" programs or set a recording.

1. Select the *MENU* button on your remote control. Select My Apps, highlight What's Hot, and select the *OK* button.
2. A window will appear on the screen with the most current popular channel information for the local area. The popular channel information may be viewed in multiple programs categories by pressing the *Right Arrow* button.

My Settings Menu

You have the ability to control certain aspects of how your service works according to your preferences.

1. Access the main menu by pressing the *MENU* button on the remote control. Under My Settings you have options for Display, Guide, Parental, Phone, Recording, and Weather.

Display Settings

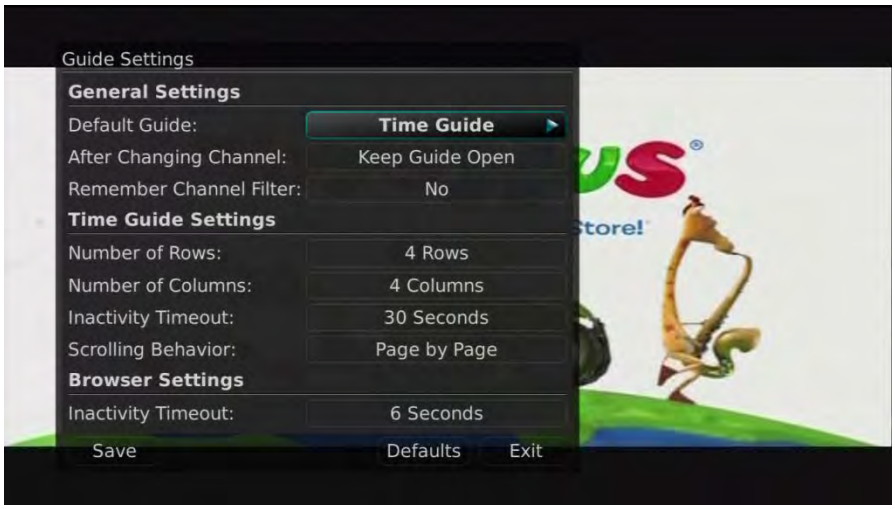
If you arrow to the right, highlight Display, and press the *OK* button, you can change how the set top box should display specific things. Typically these items are set at the time of installation and not changed.

1. Turn Closed Captioning On or Off.
2. Set the Audio Language to English or Spanish.
3. Set the TV Type to either 16:9 or 4:3.
4. Change your Connector settings to Coaxial, Composite, S-Video, Component or HDMI.
5. View the setting for Conversion Mode, Original Size or Fit to Screen (this may also be changed temporarily by pressing the * button on the remote control).
6. Select the Output Resolution for the television.

If you feel you have changed something by accident, select Exit and press the *OK* button or just press the *EXIT* button on the remote to retain the original settings.

Guide Settings

If you arrow to the right, highlight Guide and press the *OK* button, you can change how Guide information displays.



General Settings

1. Choose the Default Guide setting that you prefer when you press the *GUIDE* button one time. Options are Time Guide or Channel Guide.
2. Determine what you want to do After Changing the Channel. Should guide stay open or should it close upon changing the channel?
3. Set Channel Filter to Yes or No. When set to Yes, your favorite selection will be remembered (the favorites list that you selected).

Time Guide Settings

1. Determine the Number of Rows to display in the Time Guide. Options are 3, 4, 5 or 6.

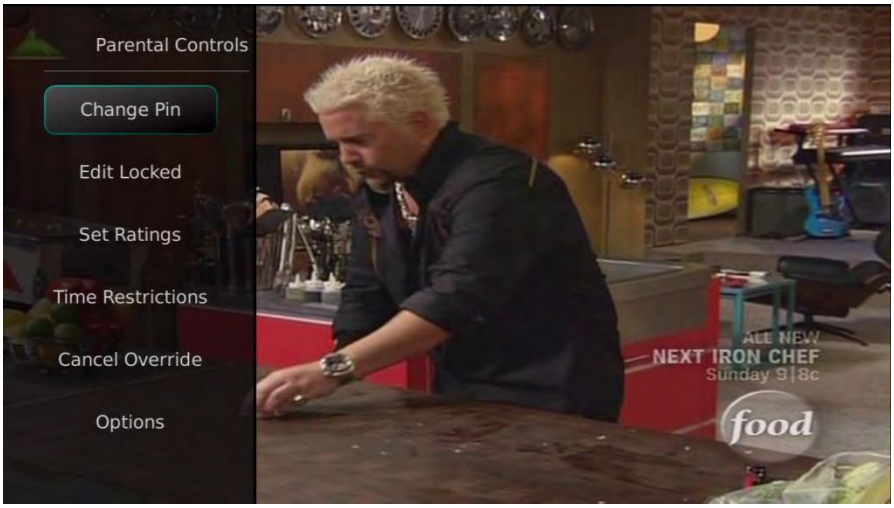
2. Determine the Number of Columns to show in the Time Guide. Options are 3, 4, 5, or 6.
3. Determine how long to wait for Inactivity Timeout before the guide disappears. Options range from 1 second to 2 minutes, to never.
4. Specify the Scrolling Behavior to be either channel by channel or page by page as you move through the guide.

Browser Settings

1. Specify how long to wait for Inactivity Timeout before the Browser Bar disappears.
2. If you feel you have changed something by accident, you can always choose to set all items back to the original default settings.

Parental Controls

If you arrow to the right, highlight Parental and press the *OK* button, you will find Parental Control options to Change PIN, Edit Locked, Set Ratings, Time Restrictions, Cancel Override, and Options.

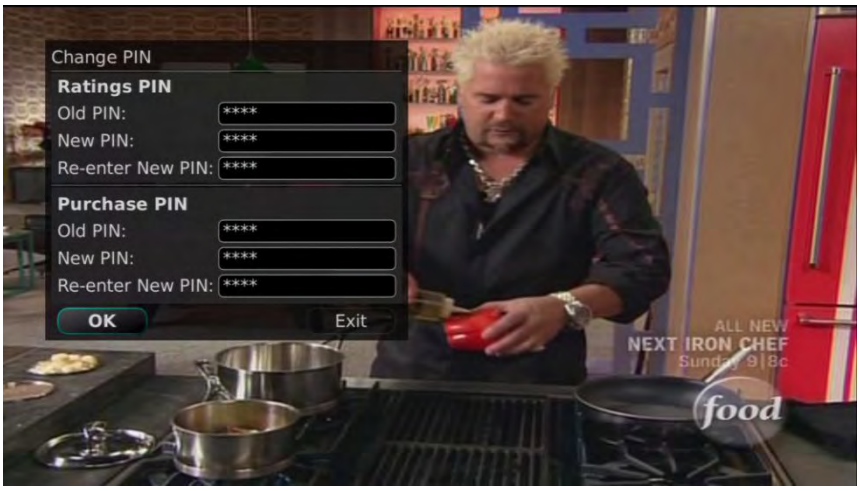


Change PIN

1. Within the Parental menu, arrow to the right and select the Change PIN category (For the Ratings PIN or Purchase PIN).

2. Use the arrow button to highlight change PIN and press the *OK* button.

3. Enter the Old PIN, arrow down and enter your New PIN, and then arrow down to confirm the New PIN. Select OK to save your new PIN. Until you change it, the default PIN is 0000.

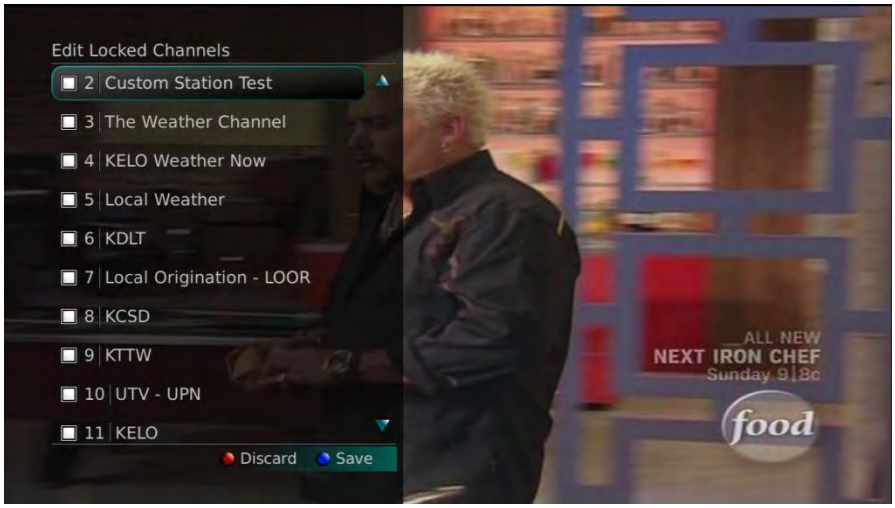


4. Once the PIN has been successfully changed, a prompt will appear. Press the *OK* button.

Edit Locked

1. Within the Parental Menu, arrow to the right and select the Edit Locked category. The Edit Locked category allows you to lock specific channels. This will require you to enter a PIN in order to view programming on that channel.

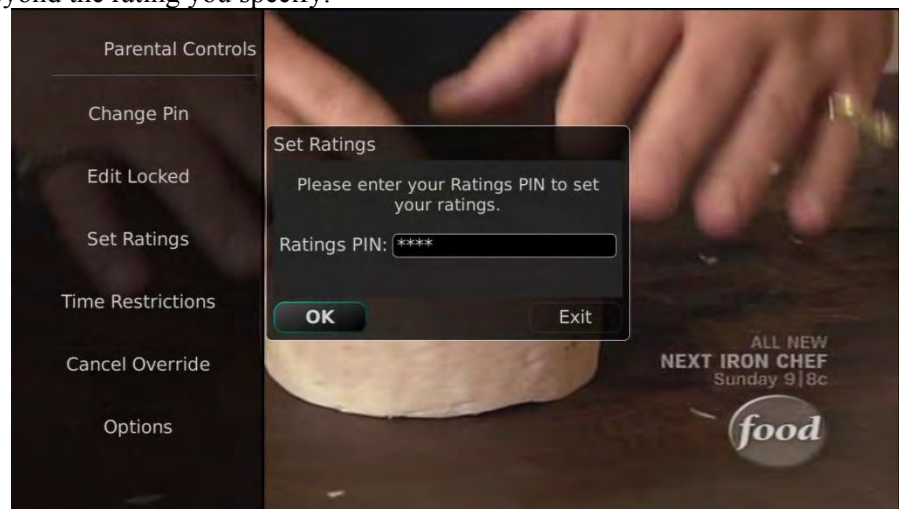
2. A list of channels will display. Use the *Up/Down arrow* buttons to move through the list of channels. When you arrive at one that you want to lock, press the *OK* button and the channel will be added to the locked list.



3. When you are finished making your selections, press the *Blue* button on the remote to lock the selected channels. Press the *Red* button on the remote to discard the changes and return to normal viewing.

Set Ratings

1. Within the Parental menu, arrow to the right and select the Set Ratings category. The Set Ratings category allows you to set access to programming based on TV and Movie ratings. This will require that a PIN be entered in order to view programming at or beyond the rating you specify.

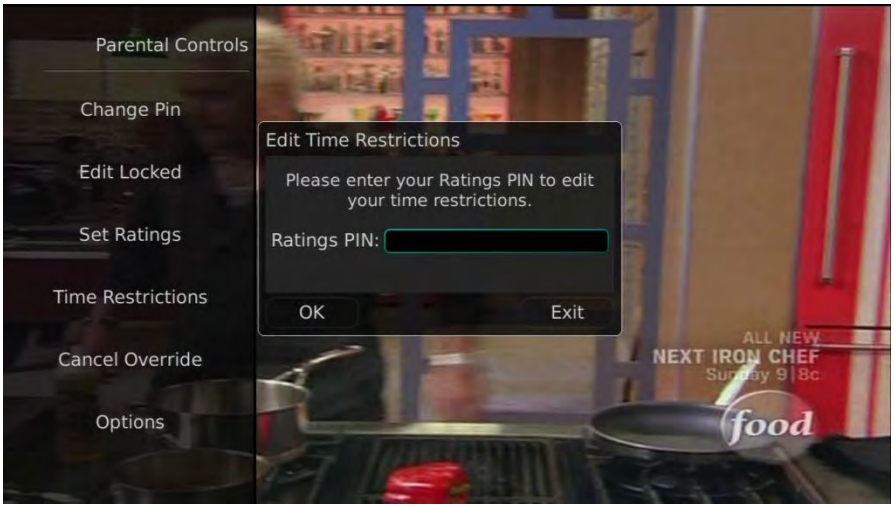


2. Use the *Left/Right arrow* buttons to choose a TV Rating. Options are: TV-Y, TV-Y7, TV-Y7 FV, TV-G, TV-PG, TV-14, TV-MA, off.

3. Use the Left/Right arrow buttons to choose a Movie Rating. Options are: G, PG, PG-13, R, NC-17, Adults Only, off.

Time Restrictions

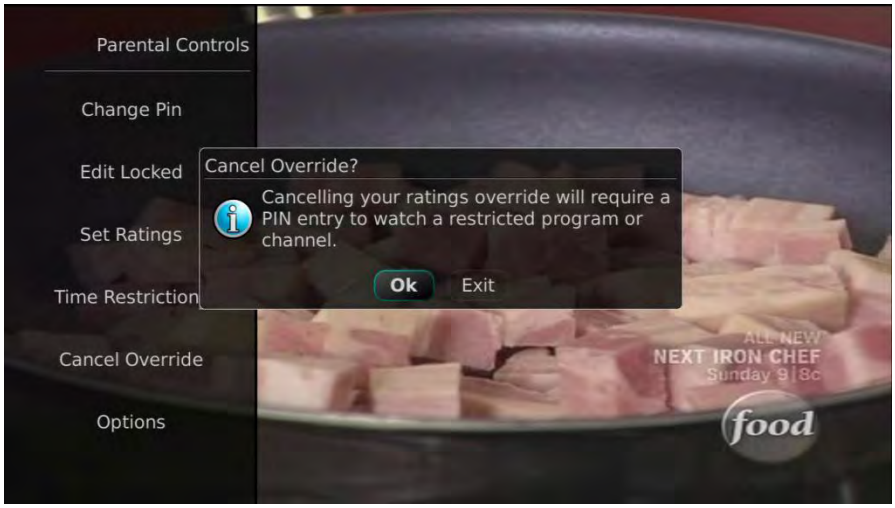
1. Edit Time Restrictions prompt



2. Within the Parental menu, arrow to the right and select the Time Restrictions category. The Time Restrictions category allows you to set time periods per day where television access requires a PIN. These time restrictions may be set by selecting the *Green* button to Add Restriction. A new restriction will appear to the right of the week schedule. Arrow to the right to select a day and press the *OK* button.
3. Once a day has been selected, use the *Up/Down* arrows to select a time and either AM or PM for both start and end time for the time restriction. When you are done creating time restrictions, select the *EXIT* button.

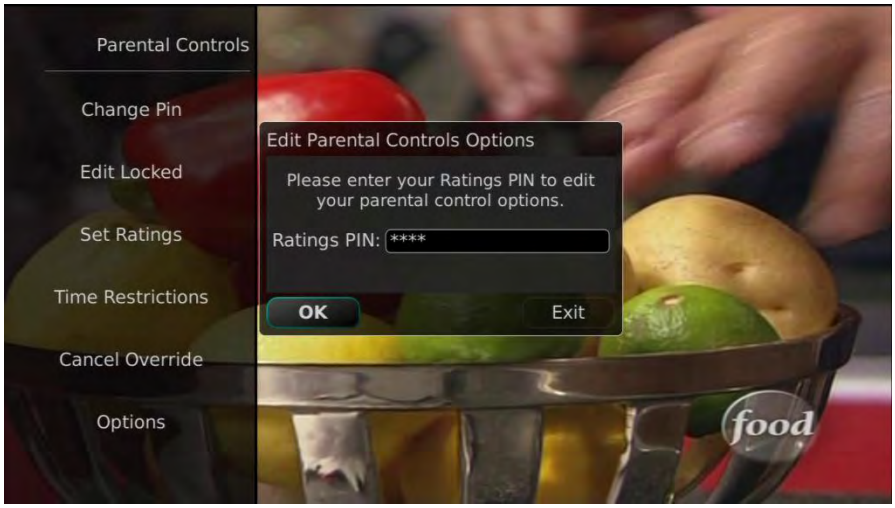
Cancel Override

1. Within the Parental menu, arrow to the right and select the Cancel Override category. The Cancel Override category allows any previous PIN overrides for an extended period of time to be cancelled. To cancel an existing override, select OK within the Cancel Override prompt. Once the override has been cancelled, the parental PIN will need to be used for all Locked and Rated channels.



Options

1. Within the Parental menu, arrow to the right and select the Options category. The Options category requires the Ratings PIN to be entered in order to update any settings. Enter your PIN and select OK and press the *OK* button.

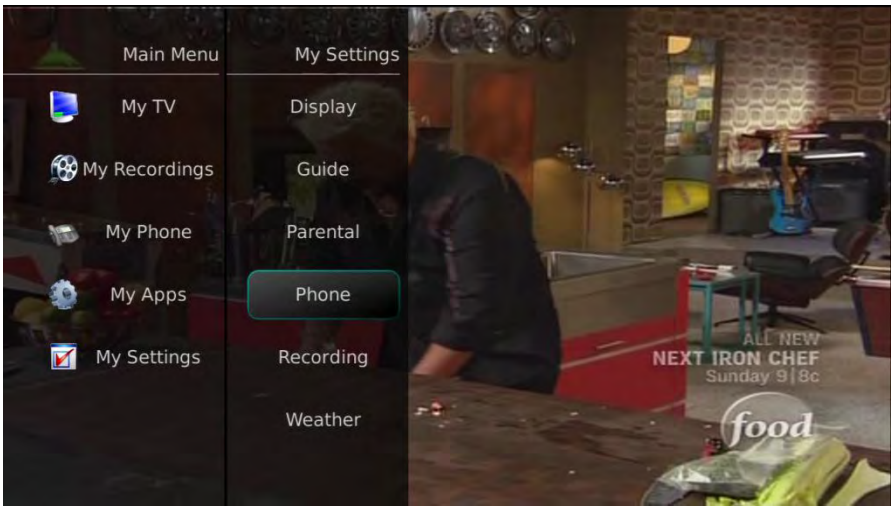


1. Once the Ratings PIN has been entered, you may choose to have Locked Channels and/or Show Restricted Titles visible. Selecting a "No" value for either setting will cause these programs to not appear in the Guide. Select OK within the prompt and press the *OK* button.

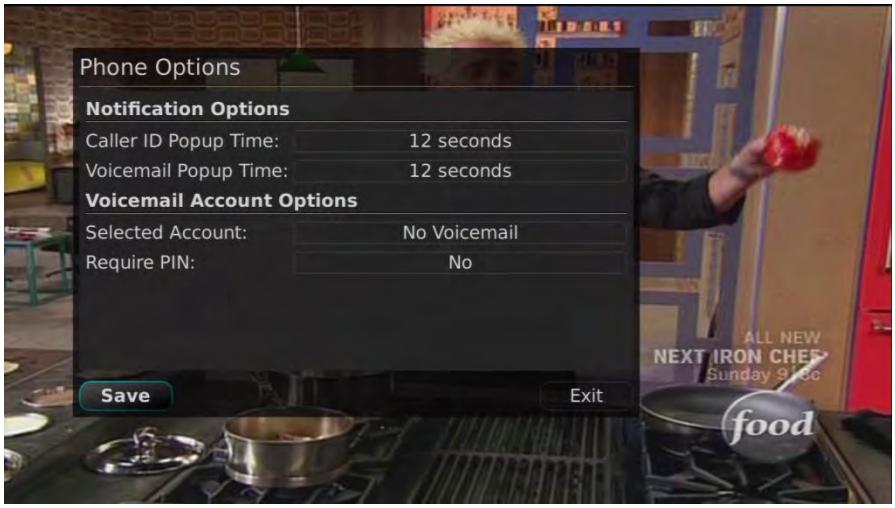
2. A Parental Controls Options prompt will appear once the changes have been saved successfully.

Phone Settings

1. From the My Settings Menu, arrow to the right and choose Phone to adjust the Caller ID and Voice Mail Settings.



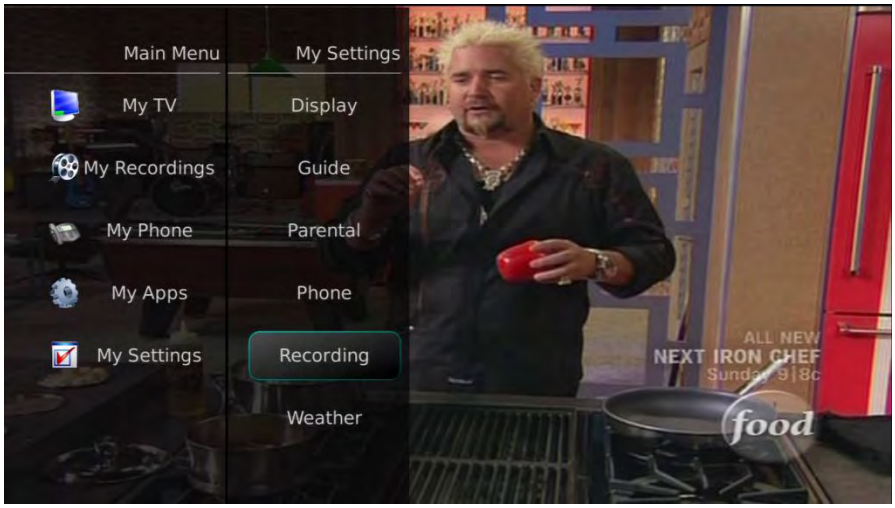
2. From the Phone Options menu you can turn both Caller ID and Voice Mail pop-ups on or off. You may also adjust the length of time the pop-up remains on the screen from 6, 9, 12, 18, or 21 seconds. This menu also allows the subscriber to adjust the selected voicemail account and whether or not a PIN is required to access any existing voicemails within that account.

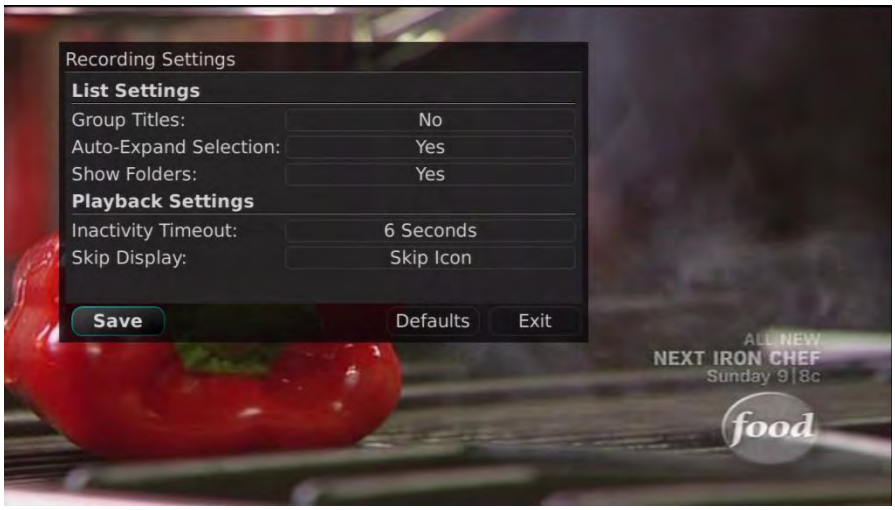


3. To save your changes, arrow down to Save and press the *OK* button.

Recording Settings

1. From the My Settings Menu, arrow to the right and choose Recording to make changes to your settings for recorded programs.





Group Titles

Group all recorded episodes with the same title rather than listing each episode individually. The *Skip Forward* button will toggle between Grouped and Ungrouped listings.

Auto Expand Selection

Choose this option to automatically display information for the selected recording.

Show Folders

When the Show Folders field is set to "Yes", all recordings and future recordings will be grouped into folders when you view your Recordings Lists. With Show Folders set to No, all recordings and future recordings will be displayed individually. Keep in mind that if Group Titles is set to Yes, programs will be grouped together even if Show Folders is set to No. When viewing your Recording Lists the *Skip Forward* button will toggle between folders and individual recordings.

Inactivity Timeout

This setting adjusts the length of time the Status Bar remains on the screen while you are watching a recorded program after a period of inactivity. Choose from 1- 10, 12, 15, 30, 45 seconds, one or two minutes, or Never.

Skip Display

Choose between displaying the playback bar or the fast forward/replay icons during recorded show playback.

Weather Settings

The Weather option in My Setting allows you to select the location you would like to receive weather information for. This information will be visible in multiple locations throughout your menus and guides.

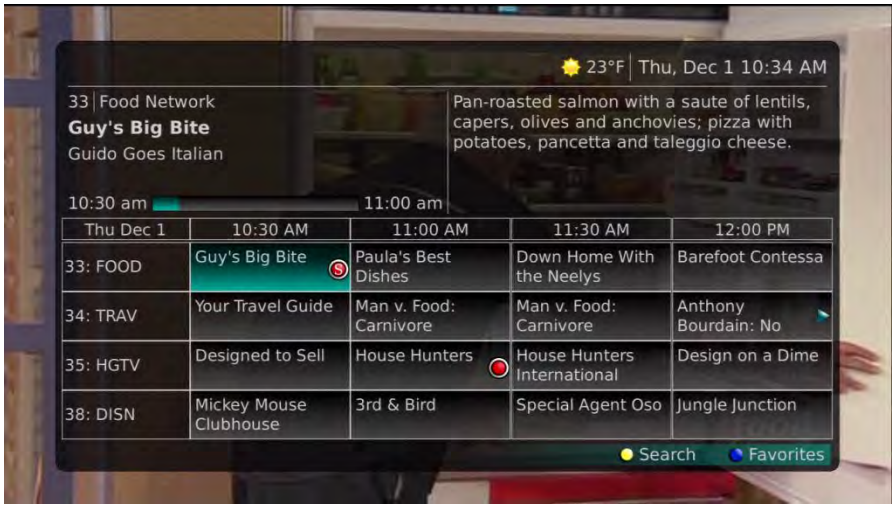
1. Select the *MENU* button. Select My Settings and Weather.

2. The Weather Options window will appear. Select the desired location for which you would like to receive weather information/statistics. Select Save.

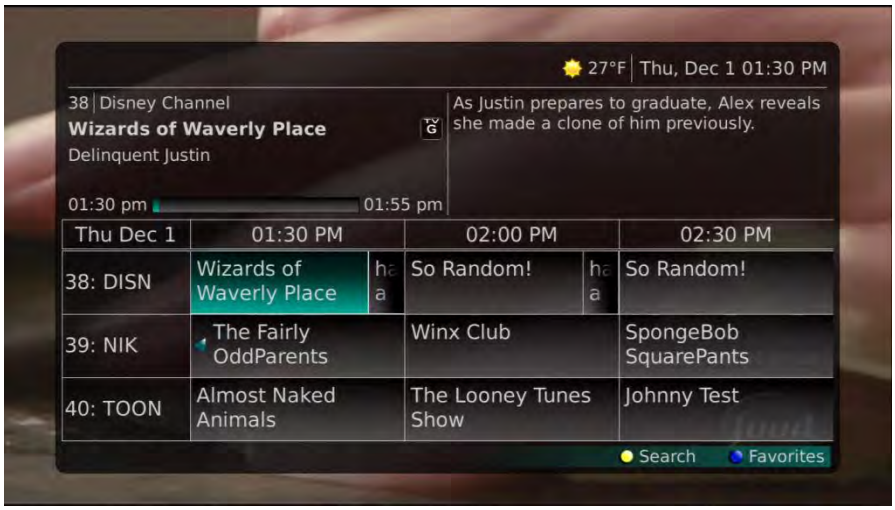
Changing the Number of Rows and Columns in the Guide

By default, the guide will display four rows and four columns of programming information. Depending upon the size of TV you are viewing and your preferences, you may want to show more or fewer columns and rows.

1. Here is a view of the default guide which has four rows and four columns.



2. The settings are changed by accessing Main Menu | My Settings | Guide. Arrow down to change the Number of Rows and the Number of Columns.
3. Here is a view of the guide with three rows and three columns.



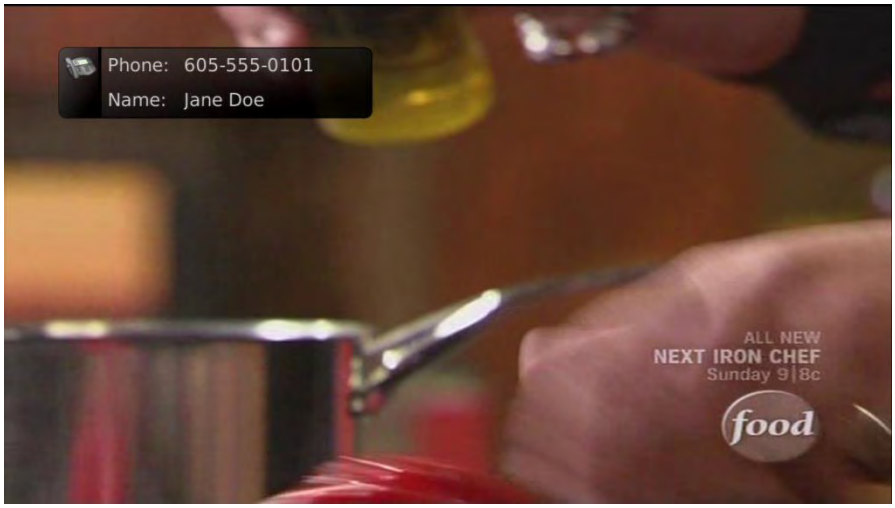
4. Here is a view of the guide with six rows and six columns.

Caller ID and Message Waiting Indication on the TV

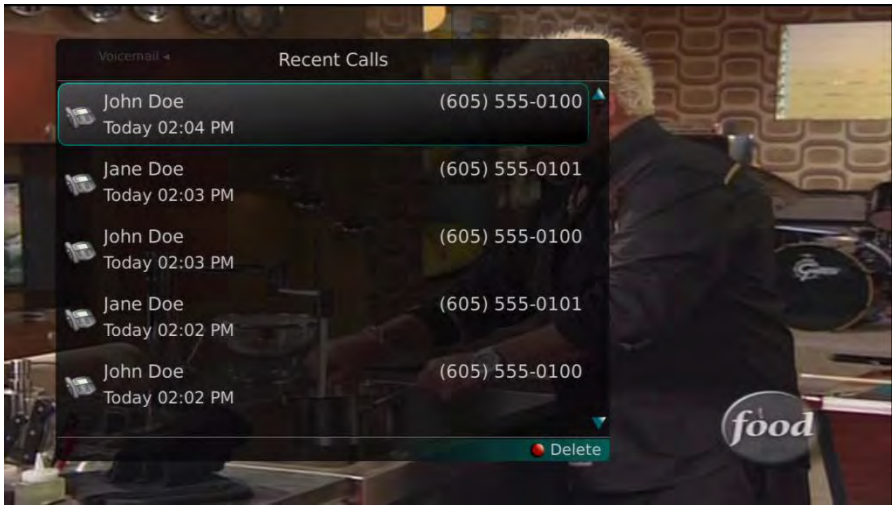
If you are subscribed to Caller ID, it is possible to have your Caller ID information display on the TV as it displays on your regular Caller ID device. Also, it is possible to have voice mail waiting indication show on your TV.

> *Note: The Caller ID and Message waiting features are only available if the subscriber also purchases the APmax Voice Mail/Unified Messaging Service.*

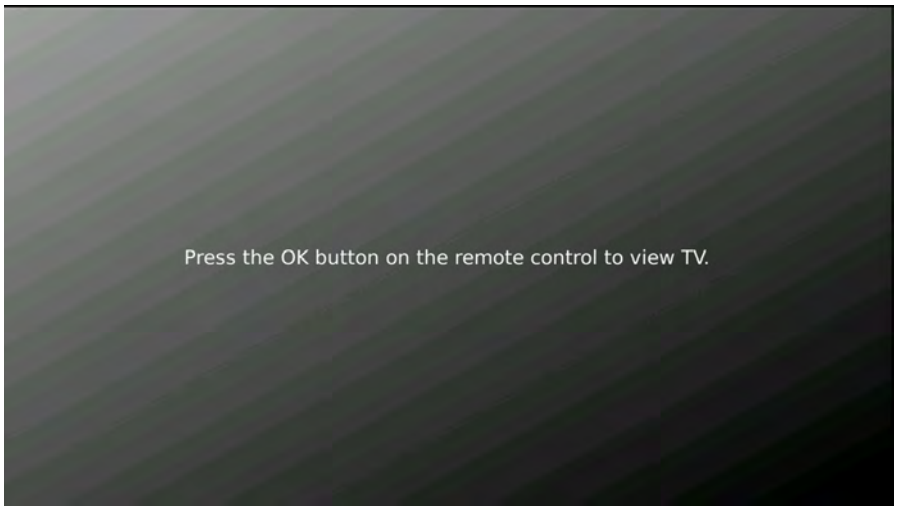
Here is an example of Caller ID display on the TV:



Press the *Green* button at any time to see your Caller ID Recent Calls list. This handy feature allows you to review a list of phone numbers that have called your wireline phone service. To delete numbers from your recent calls list use the arrow button to highlight the number you want to delete and press the *Red* button on your remote.



Here is an example of Message Waiting Indication on the TV:

Important Note

Your remote control can be programmed to power off the television and the set top at the same time. However, if they do become out of synch and the TV is still on but the set top is turned off, you will see this message on the TV screen. Simply press the *OK* button on your remote to turn the power to the set top back on.